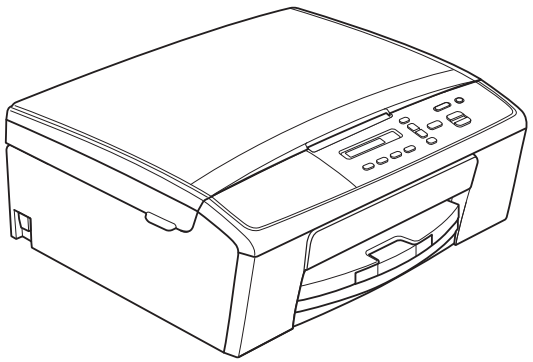
Basic User's Guide

DCP-J140W



Version 0

UK/IRE/GEN

If you need to call Customer Service

Please complete the following information for future reference:

Model Number: DCP-J140W

Serial Number: [1] _____

Date of Purchase: _____

Place of Purchase: _____

[1] The serial number is on the back of the unit. Retain this User's Guide with your sales receipt as a permanent record of your purchase, in the event of theft, fire or warranty service.

Register your product on-line at

http://www.brother.com/registration/

© 2012 Brother Industries, Ltd. All rights reserved.

User’s Guides and where do I find them?

Which Guide?	What's in it?	Where is it?
Product Safety Guide	Read this Guide first. Please read the Safety Instructions before you set up your machine. See this Guide for trademarks and legal limitations.	Printed / In the box
Quick Setup Guide	Follow the instructions for setting up your machine and installing the drivers and software for the operating system and connection type you are using.	Printed / In the box
Basic User’s Guide	Learn the basic Copy and Scan operations and how to replace consumables. See troubleshooting tips.	Printed / In the box [1]
Advanced User’s Guide	Learn more advanced operations: Copy, printing reports and performing routine maintenance.	PDF file / CD-ROM
Software User’s Guide	Follow these instructions for Printing, Scanning, Network Scanning, Web Services (Scan), and using the Brother ControlCenter utility.	PDF file / CD-ROM
Network Glossary	This Guide provides basic information about advanced network features of Brother machines along with explanations about general networking and common terms.	PDF file / CD-ROM
Network User’s Guide	This Guide provides useful information about wireless network settings and security settings using the Brother machine. You can also find supported protocol information for your machine and detailed troubleshooting tips.	PDF file / CD-ROM
Mobile Print/Scan Guide for Brother iPrint&Scan	This Guide provides useful information about printing JPEG and PDF [3] files from your mobile device and scanning from your Brother machine to your mobile device when connected to a Wi-Fi network.	PDF file / Brother Solutions Center [2]

1 It may differ depending on your country.

2 Visit us at http://solutions.brother.com/.

3 PDF printing is not supported on Windows® Phone.

Table of Contents
(Basic User's Guide)

1 General information 1

Using the documentation 1
Symbols and conventions used in the documentation 1
Accessing the Advanced User's Guide, Software User's Guide, Network User's Guide, and Network Glossary 1
Viewing Documentation 1
Accessing Brother Support (Windows®) 3
Accessing Brother Support (Macintosh) 3
Control panel overview 4
Warning LED indications 5

2 Loading paper 6

Loading paper and other print media 6
Loading envelopes and postcards 9
Removing small printouts from the machine 10
Unprintable area 11
Paper settings 12
Paper Type 12
Paper Size 12
Acceptable paper and other print media 13
Recommended print media 13
Handling and using print media 14
Choosing the right print media 15

3 Loading documents 17

How to load documents 17
Using the scanner glass 17
Unscannable area 18

4 Making copies 19

How to copy 19
Stop copying 19
Copy settings 19
Paper Options 20

5 How to print from a computer 21

Printing a document 21

6 How to scan to a computer 22

Scanning a document 22
Scanning using the SCAN key 22
Scanning using a scanner driver 23
Scanning using the ControlCenter 23

A Routine maintenance 24

Replacing the ink cartridges 24
Cleaning and checking the machine 27
Cleaning the scanner glass 27
Cleaning the print head 27
Checking the print quality 28
Checking the print alignment 29

B Troubleshooting 30

Error and Maintenance messages 30
Printer jam or paper jam 34
Troubleshooting 36
If you are having difficulty with your machine 36
Machine Information 41
Checking the serial number 41
Reset functions 41
How to reset the machine 41

C Menu and features 42

On-screen programming 42
Menu keys 42
Menu table 44

D Specifications 51

General 51
Print media 53
Copy 54
Scanner 55
Printer 56
Interfaces 57
Network 57
Computer requirements 58
Consumable items 59

E Index 60

Table of Contents
(Advanced User's Guide)

The Advanced User's Guide explains the following features and operations.

You can view the Advanced User's Guide on the CD-ROM.

1 General setup

Memory storage
Sleep Mode
Auto Power Off
LCD display

2 Printing reports

Reports

3 Making copies

Copy settings
Copy Options

A Routine maintenance

Cleaning and checking the machine
Packing and shipping the machine

B Glossary

C Index

1 General information

Using the documentation

Thank you for buying a Brother machine! Reading the documentation will help you make the most of your machine.

Symbols and conventions used in the documentation

The following symbols and conventions are used throughout the documentation.

Bold	Bold typeface identifies specific buttons on the machine's control panel, or on the computer screen.
Italics	Italicized typeface emphasizes an important point or refers you to a related topic.
`Courier New`	Text in the Courier New font identifies messages on the LCD of the machine.

WARNING

WARNING indicates a potentially hazardous situation which, if not avoided, could result in death or serious injuries.

CAUTION

CAUTION indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injuries.

Important

Important indicates a potentially hazardous situation which, if not avoided, may result in damage to property or loss of product functionality.

Notes tell you how you should respond to a situation that may arise or give tips about how the operation works with other features.

Electrical Hazard icons alert you to possible electrical shocks.

Accessing the Advanced User's Guide, Software User's Guide, Network User's Guide, and Network Glossary

This Basic User's Guide does not contain all the information about the machine, such as how to use the advanced Copy, Printer, Scanner and Network features. When you are ready to learn detailed information about these operations, you can read the **Advanced User's Guide**, **Software User's Guide**, **Network User's Guide** and **Network Glossary** that are on the CD-ROM.

Viewing Documentation

Viewing Documentation (Windows®)

To view the documentation, from the **Start** menu, select **Brother**, **DCP-XXXX** (where XXXX is your model name) from the programs list, and then choose **User's Guides**.

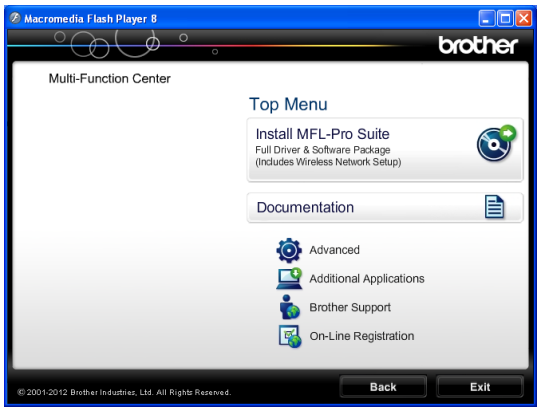
If you have not installed the software, you can find the documentation on the CD-ROM by following the instructions below:

1. Turn on your PC. Insert the Brother CD-ROM into your CD-ROM drive.

Note

If the Brother screen does not appear automatically, go to **My Computer (Computer)**, double-click the CD-ROM icon, and then double-click **start.exe**.

2. If the model name screen appears, click your model name.
3. If the language screen appears, click your language. The CD-ROM Top Menu will appear.



4. Click **Documentation**.
5. Click **PDF documents**. If the country screen appears, choose your country. After the list of User's Guides appears, choose the guide you want to read.

Viewing Documentation (Macintosh)

1. Turn on your Macintosh. Insert the Brother CD-ROM into your CD-ROM drive. The following window will appear.

2. Double-click the **Documentation** icon. If the model name screen appears, choose your model name and click next.
3. If the language screen appears, double-click your language folder.
4. Double-click **top.pdf**. If the country screen appears, choose your country.
5. After the list of User's Guides appears, choose the guide you want to read.

How to find Scanning instructions

There are several ways you can scan documents. You can find the instructions as follows:

Software User's Guide

- *Scanning*
- *ControlCenter*
- *Network Scanning*

How to find Network setup instructions

Your machine can be connected to a wireless network.

- Basic setup instructions

  (➤➤Quick Setup Guide)
- The wireless access point or router supports Wi-Fi Protected Setup or AOSS™

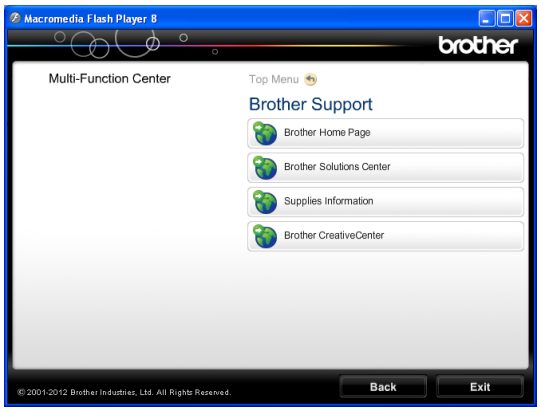
  (➤➤Quick Setup Guide)
- More information about network setup

  (➤➤Network User's Guide)

Accessing Brother Support (Windows®)

You can find all the contacts you will need, such as Web support (Brother Solutions Center) on the CD-ROM.

- Click **Brother Support** on the **Top Menu**. The following screen will appear:



- To access our website (http://www.brother.com/), click **Brother Home Page**.
- For the latest news and product support information (http://solutions.brother.com/), click **Brother Solutions Center**.
- To visit our website for original Brother Supplies (http://www.brother.com/original/), click **Supplies Information**.
- To access the Brother CreativeCenter (http://www.brother.com/creativecenter/) for FREE photo projects and printable downloads, click **Brother CreativeCenter**.
- To return to the top menu, click **Back** or if you have finished, click **Exit**.

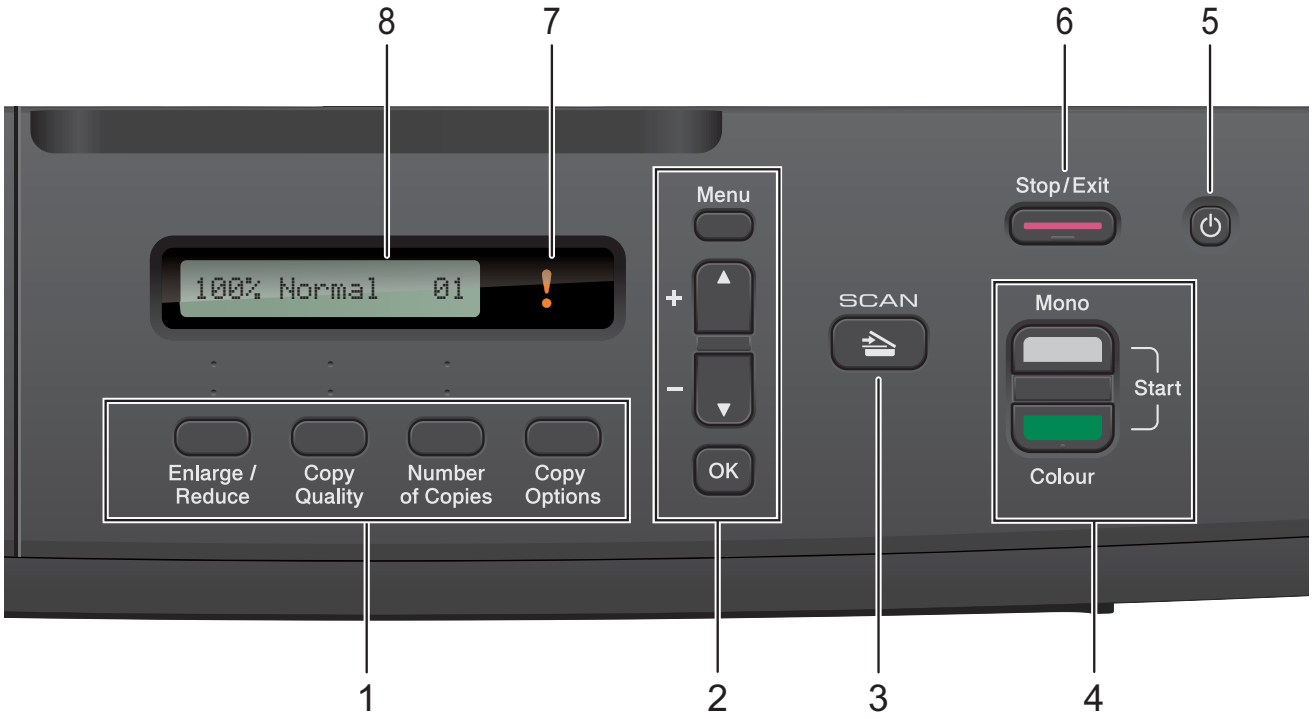
Accessing Brother Support (Macintosh)

You can find all the contacts you will need, such as Web support (Brother Solutions Center) on the CD-ROM.

- Double-click the **Brother Support** icon. The following screen will appear:

- To register your machine from the Brother Product Registration Page (http://www.brother.com/registration/), click **On-Line Registration**.
- For the latest news and product support information (http://solutions.brother.com/), click **Brother Solutions Center**.
- To visit our website for original Brother Supplies (http://www.brother.com/original/), click **Supplies Information**.

Control panel overview



1 Copy keys:

You can temporarily change the copy settings when in copy mode.

- **Enlarge/Reduce**
  Lets you enlarge or reduce copies depending on the ratio you select.
- **Copy Quality**
  Use this key to temporarily change the quality of your copies.
- **Number of Copies**
  Use this key to make multiple copies.
- **Copy Options**
  You can quickly and easily select temporary settings for copying.

2 Menu keys:

- **Menu**
  Lets you access the main menu.
- **+▲ or -▼**
  Press to scroll through the menus and options.
- **OK**
  Lets you select a setting.

3 SCAN

Lets you access Scan mode.

4 Start keys:

- **Mono Start**
  Lets you start making copies in monochrome. Also lets you start a scanning operation (in colour or mono, depending on the scan setting in the ControlCenter software).
- **Colour Start**
  Lets you start making copies in full colour. Also lets you start a scanning operation (in colour or mono, depending on the scan setting in the ControlCenter software).

5

You can turn the machine on and off.

If you turn the machine off, it will still periodically clean the print head to maintain print quality. To prolong print head life, provide the best ink cartridge economy, and maintain print quality, you should keep your machine connected to the power at all times.

6 Stop/Exit

Stops an operation or exits from a menu.

7 **Warning LED**

Blinks in orange when the LCD displays an error or an important status message.

8 **LCD (Liquid Crystal Display)**

Displays messages on the screen to help you set up and use your machine.

Warning LED indications

The Warning LED (Light Emitting Diode) is a light that shows the DCP status. The LCD shows the current machine status when the machine is idle.

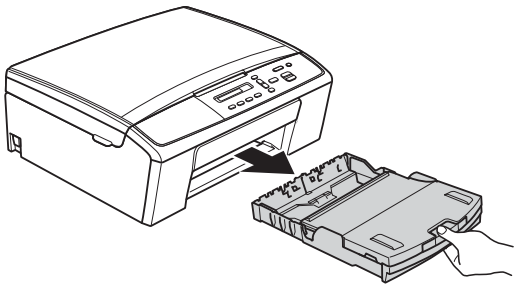
LED	DCP status	Description
Off	Ready	The DCP is ready for use.
Orange	Cover open	The cover is open. Close the cover. (See *Error and Maintenance messages* ➤➤ page 30.)
	Cannot print	Replace the ink cartridge with a new one. (See *Replacing the ink cartridges* ➤➤ page 24.)
	Paper error	Put paper in the tray or clear the paper jam. Check the LCD message. (See *Troubleshooting* ➤➤ page 36.)
	Other messages	Check the LCD message. (See *Error and Maintenance messages* ➤➤ page 30.)

2 Loading paper

Loading paper and other print media

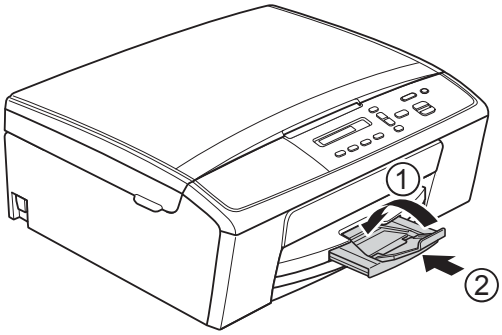
Load only one size of paper and one type of paper in the paper tray at any one time.

1. Pull the paper tray completely out of the machine.

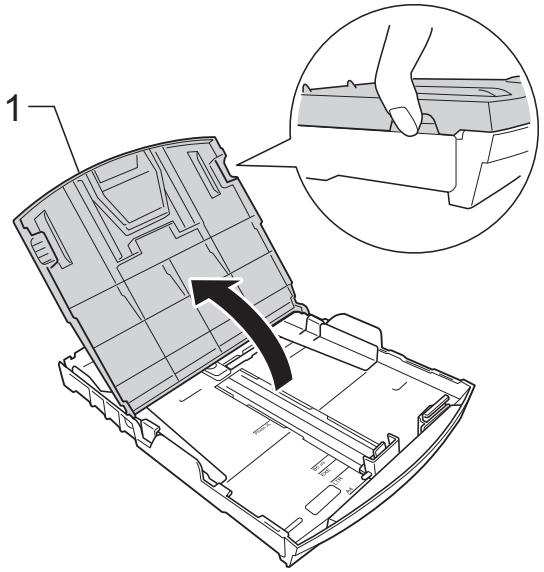


Note

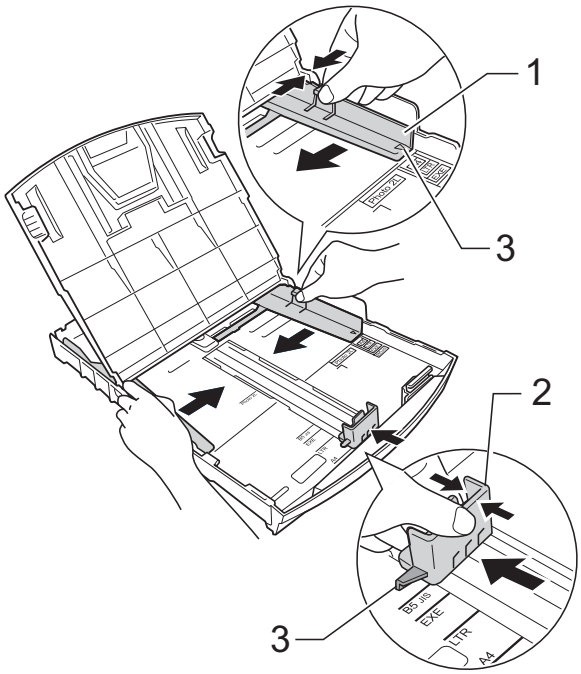
If the paper support flap (1) is open, close it, and then close the paper support (2).



2. Lift the output paper tray cover (1).

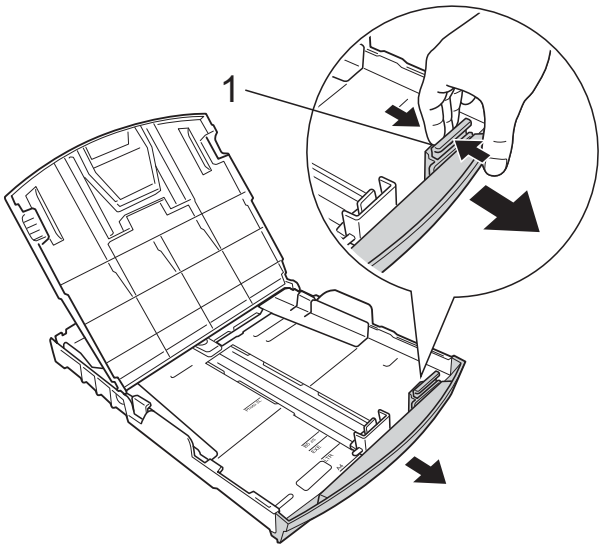


3. With both hands, gently press and slide the paper side guides (1) and then the paper length guide (2) to fit the paper size.
Make sure that the triangular marks (3) on the paper side guides (1) and paper length guide (2) line up with the marks for the paper size you are using.

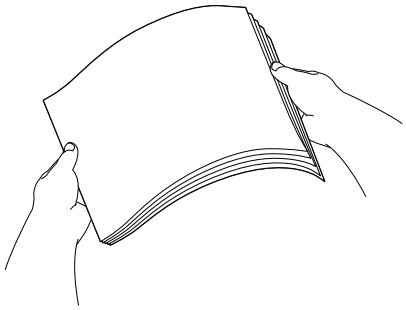


Note

When using Legal size paper, press and hold the universal guide release button (1) as you slide out the front of the paper tray.



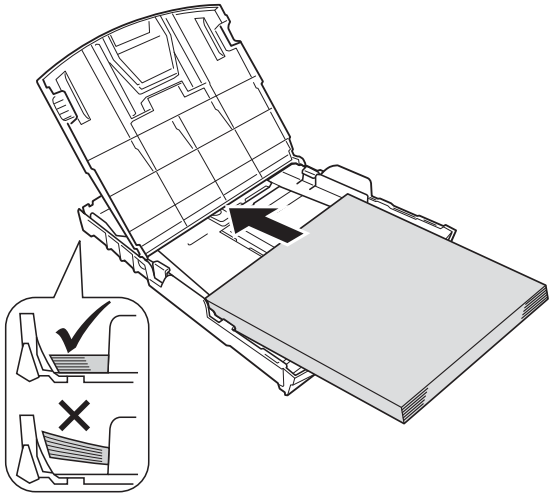
4 Fan the stack of paper well to avoid paper jams and misfeeds.



Note

Always make sure that the paper is not curled or wrinkled.

5 Gently put the paper into the paper tray print side down and top edge in first. Check that the paper is flat in the tray.



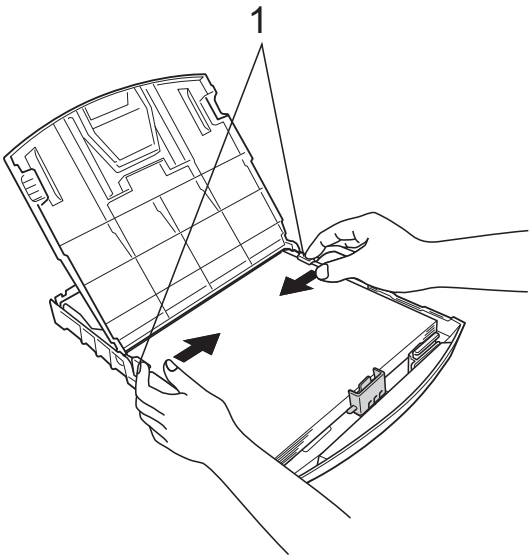
Important

Be careful not to push the paper in too far; it may lift at the back of the tray and cause paper feed problems.

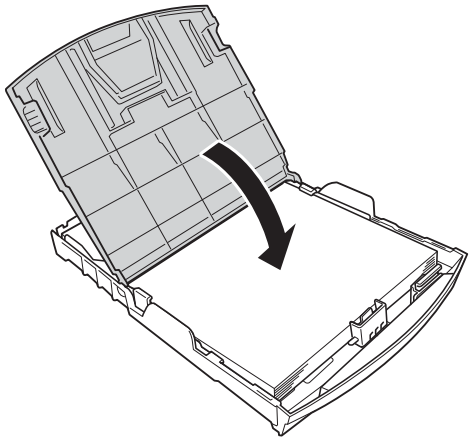
Note

If you want to add paper before the tray is empty, remove the paper from the tray and combine it with the paper you are adding. Always fan the stack of paper well before loading it in the tray. If you add paper without fanning the stack the machine may feed multiple pages.

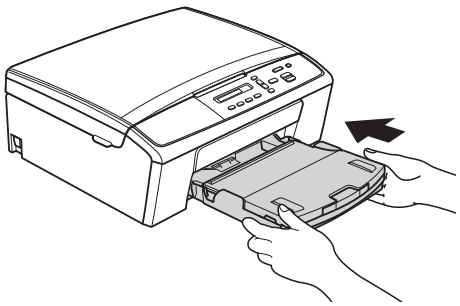
6 Gently adjust the paper side guides (1) to fit the paper using both hands. Make sure the paper side guides touch the sides of the paper.



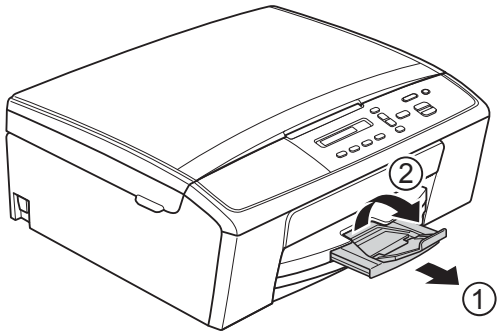
7 Close the output paper tray cover.



8 *Slowly* push the paper tray completely into the machine.



9 While holding the paper tray in place, pull out the paper support (1) until it clicks, and then unfold the paper support flap (2).



Important

DO NOT use the paper support flap for Legal size paper.

Loading envelopes and postcards

About envelopes

- Use envelopes that weigh between 80 and 95 g/m^2.
- Some envelopes need margin settings to be set in the application. Make sure you do a test print first before printing many envelopes.

Important

DO NOT use the following types of envelopes, as they will not feed correctly:

- That are of a baggy construction.
- That have windows.
- That are embossed (have raised writing on them).
- That have clasps or staples.
- That are pre-printed on the inside.

Glue	Double flaps

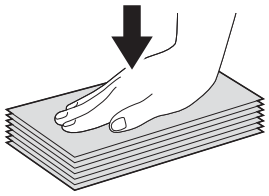
Occasionally you may experience paper feed problems caused by the thickness, size and flap shape of the envelopes you are using.

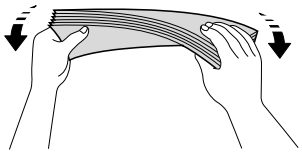
Loading envelopes and postcards

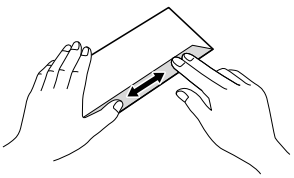
1. Before loading, press the corners and sides of the envelopes or postcards to make them as flat as possible.

Important

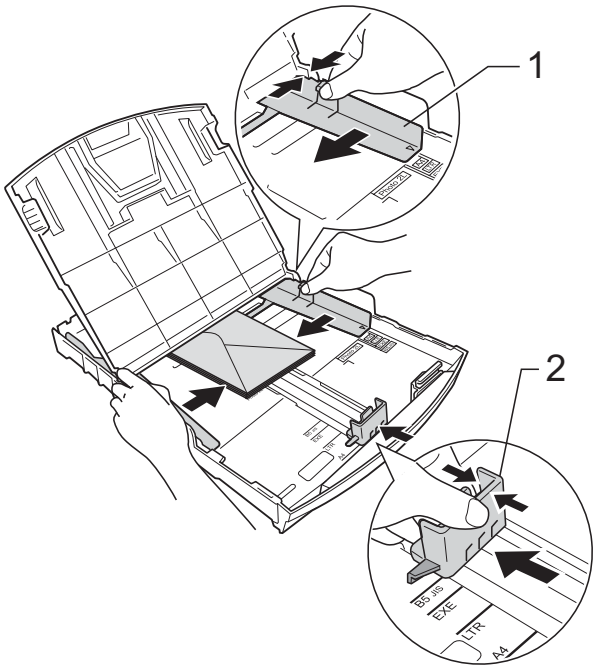
If envelopes or postcards are “double-feeding”, put one envelope or postcard in the paper tray at a time.







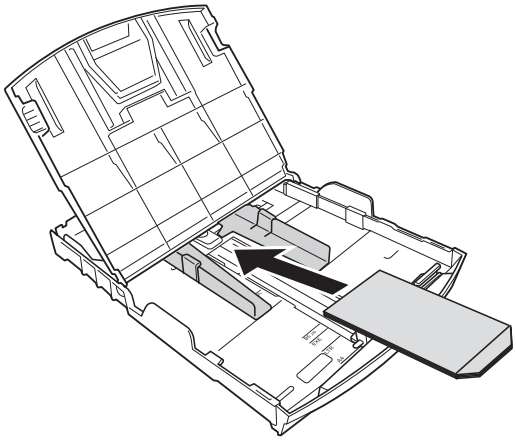
2 Put envelopes or postcards in the paper tray with the address side down and the leading edge (top of the envelopes) in first as shown in the illustration. Using both hands, gently press and slide the paper side guides (1) and paper length guide (2) to fit the size of the envelopes or postcards.



If you have problems printing on envelopes with the flap on the short edge, try the following:

1 Open the envelope flap.

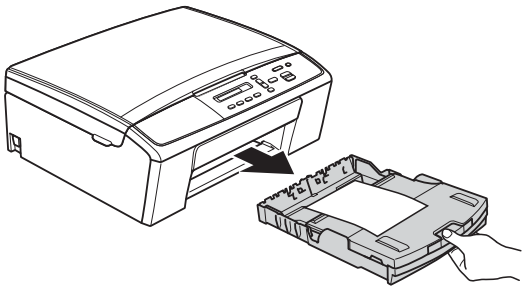
2 Put the envelope into the paper tray with the address side down and the flap positioned as shown in the illustration.



3 Select **Reverse Print** (Windows®) or **Reverse Page Orientation** (Macintosh) in the printer driver's dialog box and then adjust the size and margin in your application.
➤➤Software User's Guide: *Printing* (Windows®)
➤➤Software User's Guide: *Printing* (Macintosh)

Removing small printouts from the machine

When the machine ejects small paper onto the output paper tray cover you may not be able to reach it. Make sure printing has finished, and then pull the tray completely out of the machine.

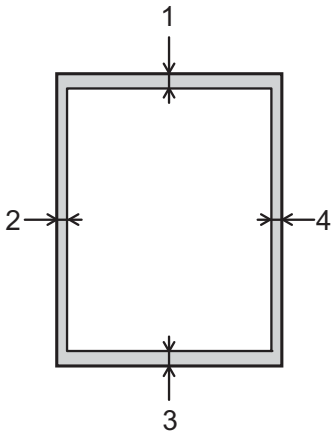


Unprintable area

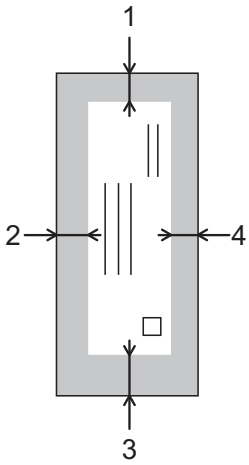
The printable area depends on the settings in the application you are using. The figures below show the unprintable areas on cut sheet paper and envelopes. The machine can print in the shaded areas of cut sheet paper when the Borderless print feature is available and turned on.

➤➤Software User's Guide: *Printing* (Windows®)
➤➤Software User's Guide: *Printing* (Macintosh)

Cut Sheet Paper



Envelopes



	Top (1)	Left (2)	Bottom (3)	Right (4)
Cut Sheet	3 mm	3 mm	3 mm	3 mm
Envelopes	12 mm	3 mm	24 mm	3 mm

Note

The Borderless print feature is not available for envelopes.

Paper settings

Paper Type

To get the best print quality, set the machine for the type of paper you are using.

1. Press **Menu**.
2. Press ▲ or ▼ to choose `2.Copy`.
   Press **OK**.
3. Press ▲ or ▼ to choose `1.Paper Type`.
   Press **OK**.
4. Press ▲ or ▼ to choose `Plain Paper`, `Inkjet Paper`, `Brother BP71`, `Brother BP61`, `Other Glossy` or `Transparency`.
   Press **OK**.
5. Press **Stop/Exit**.

Note

The machine ejects paper with the printed surfaces face up onto the paper tray at the front of the machine. When you use transparencies or glossy paper, remove each sheet at once to prevent smudging or paper jams.

Paper Size

You can use the following sizes of paper for printing copies: A4, A5, Letter, Legal and 10 × 15 cm. When you change the size of paper you load in the machine, you will need to change the paper size setting at the same time.

1. Press **Menu**.
2. Press ▲ or ▼ to choose `2.Copy`.
   Press **OK**.
3. Press ▲ or ▼ to choose `2.Paper Size`.
   Press **OK**.
4. Press ▲ or ▼ to choose the paper size you are using, `A4`, `A5`, `10x15cm`, `Letter` or `Legal`.
   Press **OK**.
5. Press **Stop/Exit**.

Acceptable paper and other print media

The print quality can be affected by the type of paper you use in the machine.

To get the best print quality for the settings you have chosen, always set the Paper Type to match the type of paper that is loaded in the tray.

You can use plain paper, inkjet paper (coated paper), glossy paper, transparencies and envelopes.

We recommend testing various paper types before buying large quantities.

For best results, use Brother paper.

- When you print on inkjet paper (coated paper), transparencies and glossy paper, be sure to choose the correct print media in the "**Basic**" tab of the printer driver or in the Paper Type setting of the machine's menu. (See *Paper Type* ➤➤ page 12.)
- When you print on Brother Photo paper, load one extra sheet of the same photo paper in the paper tray. An extra sheet has been included in the paper package for this purpose.
- When you print on transparencies, load one extra sheet in the paper tray.
- When using transparencies or photo paper, remove each sheet at once to prevent smudging or paper jams.
- Avoid touching the printed surface of the paper immediately after printing; the surface may not be completely dry and may stain your fingers.

Recommended print media

To get the best print quality, we suggest using Brother paper. (See the table below.)

If Brother paper is not available in your country, we recommend testing various papers before purchasing large quantities.

We recommend using "3M Transparency Film" when you print on transparencies.

Brother paper

Paper Type	Item
A4 Plain	BP60PA
A4 Glossy Photo	BP71GA4
A4 Inkjet (Matte)	BP60MA
10 × 15 cm Glossy Photo	BP71GP

Handling and using print media

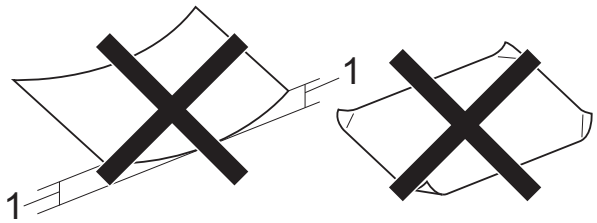
- Store paper in its original packaging and keep it sealed. Keep the paper flat and away from moisture, direct sunlight and heat.
- Avoid touching the shiny (coated) side of photo paper. Load photo paper with the shiny side facing down.
- Avoid touching either side of transparencies because they absorb water and perspiration easily, and this may cause decreased output quality. Transparencies designed for laser printers/copiers may stain your next document. Use only transparencies recommended for inkjet printing.
- You can only print on both sides of the paper with PC printing.

  ➤➤Software User's Guide: *Printing* (Windows®).
  ➤➤Software User's Guide: *Printing* (Macintosh)

Important

DO NOT use the following kinds of paper:

- Damaged, curled, wrinkled, or irregularly shaped paper



1 2 mm or greater curl may cause jams to occur.

- Extremely shiny or highly textured paper
- Paper that cannot be arranged uniformly when stacked
- Short grain paper

Paper capacity of the output paper tray cover

Up to 50 sheets of 80 g/m^2 A4 paper.

- Transparencies and photo paper must be picked up from the output paper tray cover one page at a time to avoid smudging.

Choosing the right print media

Paper type and size for each operation

Paper Type	Paper Size		Usage	
			Copy	Printer
Cut Sheet	A4	210 × 297 mm (8.3 × 11.7 in.)	Yes	Yes
	Letter	215.9 × 279.4 mm (8 1/2 × 11 in.)	Yes	Yes
	Legal	215.9 × 355.6 mm (8 1/2 × 14 in.)	Yes	Yes
	Executive	184 × 267 mm (7 1/4 × 10 1/2 in.)	–	Yes
	JIS B5	182 × 257 mm (7.2 × 10.1 in.)	–	User Defined
	A5	148 × 210 mm (5.8 × 8.3 in.)	Yes	Yes
	A6	105 × 148 mm (4.1 × 5.8 in.)	–	Yes
Cards	Photo	10 × 15 cm (4 × 6 in.)	Yes	Yes
	Photo 2L	13 × 18 cm (5 × 7 in.)	–	Yes
	Index Card	127 × 203 mm (5 × 8 in.)	–	Yes
	Postcard 1	100 × 148 mm (3.9 × 5.8 in.)	–	User Defined
	Postcard 2 (Double)	148 × 200 mm (5.8 × 7.9 in.)	–	User Defined
Envelopes	C5 Envelope	162 × 229 mm (6.4 × 9 in.)	–	Yes
	DL Envelope	110 × 220 mm (4.3 × 8.7 in.)	–	Yes
	COM-10	105 × 241 mm (4 1/8 × 9 1/2 in.)	–	Yes
	Monarch	98 × 191 mm (3 7/8 × 7 1/2 in.)	–	Yes
	Y4 Envelope	105 × 235 mm (4.1 × 9.3 in.)	–	User Defined
Transparencies	A4	210 × 297 mm (8.3 × 11.7 in.)	Yes	Yes
	Letter	215.9 × 279.4 mm (8 1/2 × 11 in.)	Yes	Yes
	Legal	215.9 × 355.6 mm (8 1/2 × 14 in.)	Yes	Yes
	A5	148 × 210 mm (5.8 × 8.3 in.)	Yes	Yes

Paper weight, thickness and capacity

Paper Type		Weight	Thickness	No. of sheets
Cut Sheet	Plain Paper	64 to 120 g/m^2	0.08 to 0.15 mm	100 [1]
	Inkjet Paper	64 to 200 g/m^2	0.08 to 0.25 mm	20
	Glossy Paper	Up to 220 g/m^2	Up to 0.25 mm	20 [2]
Cards	Photo Card	Up to 220 g/m^2	Up to 0.25 mm	20 [2]
	Index Card	Up to 120 g/m^2	Up to 0.15 mm	30
	Postcard	Up to 200 g/m^2	Up to 0.25 mm	30
Envelopes		80 to 95 g/m^2	Up to 0.52 mm	10
Transparencies		–	–	10

[1] Up to 100 sheets of 80 g/m^2 paper.

[2] BP71 (260 g/m^2) paper is especially designed for Brother inkjet machines.

3 Loading documents

How to load documents

You can make copies and scan from the scanner glass.

Using the scanner glass

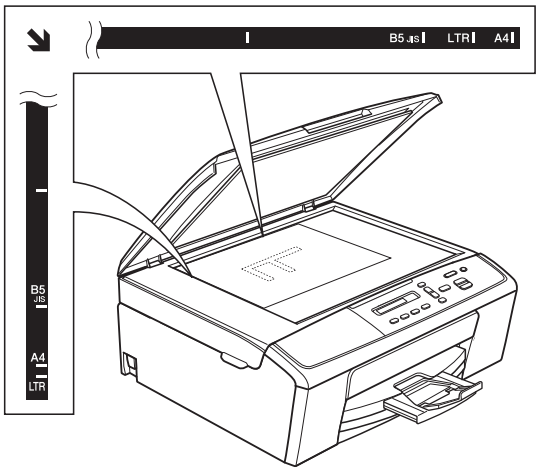
You can use the scanner glass to copy or scan pages of a book or one page at a time.

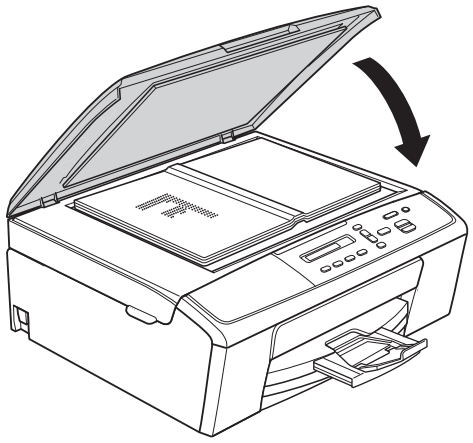
Document Sizes Supported

Length:	Up to 297 mm
Width:	Up to 215.9 mm
Weight:	Up to 2 kg

How to load documents

1. Lift the document cover.
2. Using the document guidelines on the left and top, place the document **face down** in the upper left corner of the scanner glass.





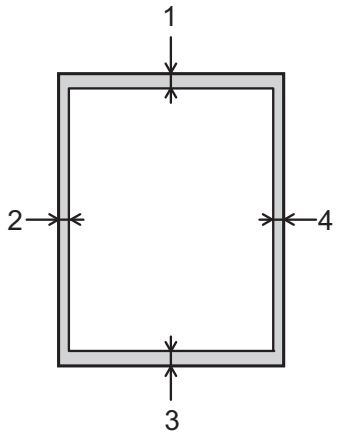
3. Close the document cover.

Important

If you are scanning a book or thick document, DO NOT slam the cover down or press on it.

Unscannable area

The scannable area depends on the settings in the application you are using. The figures below show the unscannable areas.



Usage	Document Size	Top (1) Bottom (3)	Left (2) Right (4)
Copy	All paper sizes	3 mm	3 mm
Scan			

4 Making copies

How to copy

The following steps show the basic copy operation.

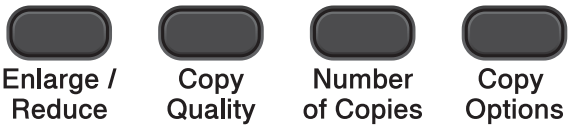
1. Load your document *face down* on the scanner glass.
   (See *How to load documents* ➤➤ page 17.)
2. If you want more than one copy, press **Number of Copies** repeatedly until the number of copies you want appears (up to 99).
   Or press ▲ or ▼ to change the number of copies.
3. Press **Mono Start** or **Colour Start**.

Stop copying

To stop copying, press **Stop/Exit**.

Copy settings

When you want to quickly change the copy settings temporarily for the next copy, use the Copy keys. You can use different combinations of settings.



The machine returns to its default settings 1 minute after it finishes copying.

Note

You can save some of the copy settings you use most often by setting them as the default. You can find instructions on how to do this in the section for each feature.

(Basic User's Guide)

For details about changing the following copy settings ➤➤page 20.

- Paper Type
- Paper Size

(Advanced User's Guide)

For details about changing the following copy settings
➤➤Advanced User's Guide: *Making copies*

- Enlarge/Reduce
- Quality
- Density
- Page Layout
- 2in1(ID)

Paper Options

Paper Type

If you are copying on a special type of paper, set the machine for the type of paper you are using to get the best print quality.

Press	Plain Paper
	Inkjet Paper
	Brother BP71
	Brother BP61
	Other Glossy
and then ▲ or ▼ to choose Paper Type	Transparency

1. Load your document.
2. Enter the number of copies you want.
3. Press **Copy Options** and ▲ or ▼ to choose Paper Type.
   Press **OK**.
4. Press ▲ or ▼ to choose the type of paper you are using.
   Press **OK**.
5. Press **Mono Start** or **Colour Start**.

Note

To change the default setting, see *Paper Type* ➤➤ page 12.

Paper Size

If you are copying on paper other than A4 size, you will need to change the Paper Size setting. You can copy only on A4, A5, Photo 10 × 15 cm, Letter or Legal paper.

Press	A4
	A5
	10x15cm
	Letter
and then ▲ or ▼ to choose Paper Size	Legal

1. Load your document.
2. Enter the number of copies you want.
3. Press **Copy Options** and ▲ or ▼ to choose Paper Size.
   Press **OK**.
4. Press ▲ or ▼ to choose the size of paper you are using.
   Press **OK**.
5. Press **Mono Start** or **Colour Start**.

Note

To change the default setting, see *Paper Size* ➤➤ page 12.

5 How to print from a computer

Printing a document

The machine can receive and print data from your computer. To print from a computer, you must install the printer driver.

➤➤Software User's Guide: *Printing* (Windows®)
➤➤Software User's Guide: *Printing* (Macintosh)

1. Install the Brother printer driver from the CD-ROM. (➤➤Quick Setup Guide)
2. From your application, choose the Print command.
3. Choose the name of your machine in the **Print** dialog box and click **Properties** or **Preferences**, depending on the application you are using.
4. Choose the settings you want to change in the Properties dialog box.
   Commonly used settings include:
   - **Media Type**
   - **Print Quality**
   - **Paper Size**
   - **Orientation**
   - **Colour/Greyscale**
   - **Scaling**
5. Click **OK**.
6. Click **Print** to begin printing.

6 How to scan to a computer

Scanning a document

There are several ways to scan documents. You can use the **SCAN** key on the machine or the scanner drivers on your computer.

1. To use the machine as a scanner, you must install a scanner driver. If the machine is on a Network, configure it with a TCP/IP address.
   - Install the scanner drivers from the CD-ROM. (➤➤Quick Setup Guide)
   - Configure the machine with a TCP/IP address if network scanning does not work. (➤➤Software User's Guide: *Configuring Network Scanning for Windows®* and *Configuring network scanning for Macintosh*)
2. Load your document. (See *How to load documents* ➤➤ page 17.)
3. Do one of the following:
   - To scan using the **SCAN** key on the machine, go to *Scanning using the SCAN key*.
   - To scan using a scanner driver at your computer, go to *Scanning using a scanner driver*.

Scanning using the SCAN key

For more information
➤➤Software User's Guide: *Using the Scan key*

1. Press (**SCAN**).
2. Press ▲ or ▼ to choose the available scan modes as follows.
   Press **OK**.
   - Scan to E-mail
   - Scan to Image
   - Scan to File
   - Web Service [1]
     (Web Services Scan)

   [1] (Windows® only)
   (➤➤Software User's Guide: *Using Web Services for scanning on your network (Windows Vista® SP2 or later and Windows® 7)*)
3. (For network users)
   Press ▲ or ▼ to choose the computer you want to send the data to.
   Press **OK**.
4. Press **Mono Start** or **Colour Start** to begin scanning.

Scanning using a scanner driver

➤➤Software User's Guide: *Scanning a document using the TWAIN driver* (Windows®)

➤➤Software User's Guide: *Scanning a document using the WIA driver* (Windows®)

➤➤Software User's Guide: *Scanning a document using the TWAIN driver* (Macintosh)

➤➤Software User's Guide: *Scanning a document using the ICA driver (Mac OS X 10.6.x, 10.7.x)*

Note

The names of the buttons or menus shown on the screen may vary depending on the application you are using.

1. Start a scanning application and click the button to open the scan settings window.
2. Adjust the settings such as **Resolution**, **Brightness** and **Scan Type** in the **Scanner Setup** dialog box.
3. Click **Start** or **Scan** to begin scanning.

Scanning using the ControlCenter

➤➤Software User's Guide: *ControlCenter4* (Windows®)

➤➤Software User's Guide: *ControlCenter2* (Macintosh)

A Routine maintenance

Replacing the ink cartridges

Your machine is equipped with an ink dot counter. The ink dot counter automatically monitors the level of ink in each of the four cartridges. When the machine detects an ink cartridge is running out of ink, the machine will display a message on the LCD.

The LCD will show which ink cartridge is low or needs replacing. Be sure to follow the LCD prompts to replace the ink cartridges in the correct order.

Even though the machine tells you to replace an ink cartridge, there will be a small amount of ink left in the ink cartridge. It is necessary to keep some ink in the ink cartridge to prevent air from drying out and damaging the print head assembly.

⚠ CAUTION

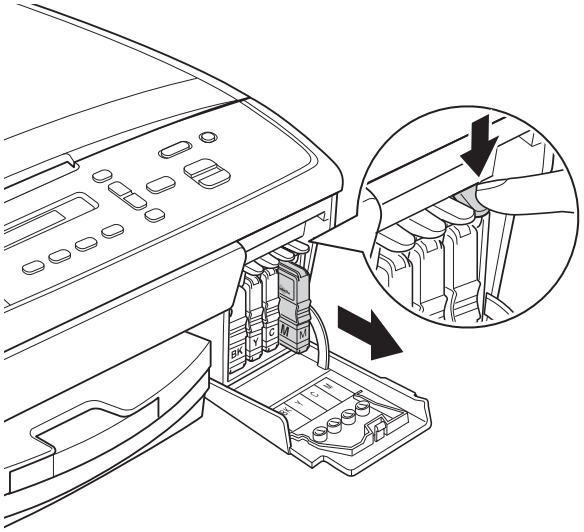
If ink gets in your eyes, wash it out with water at once and call a doctor if you are concerned.

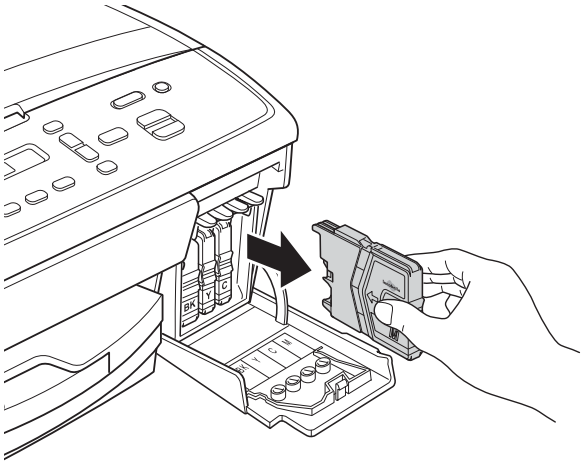
Important

Brother multifunction machines are designed to work with ink of a particular specification and will work to a level of optimum performance and reliability when used with Brother Original ink cartridges. Brother cannot guarantee this optimum performance and reliability if ink or ink cartridges of other specifications are used. Brother does not therefore recommend the use of cartridges other than Brother Original cartridges or the refilling of used cartridges with ink from other sources. If damage is caused to the print head or other parts of this machine as a result of using incompatible products with this machine, any repairs required as a result may not be covered by the warranty.

1. Open the ink cartridge cover.
   If one or more of the ink cartridges have reached the end of their life, the LCD shows `B&W Print Only` or `Cannot Print`.

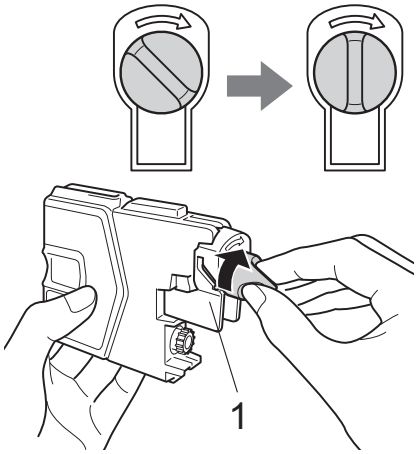
2 Press the lock release lever as shown to release the cartridge indicated on the LCD. Remove the cartridge from the machine.

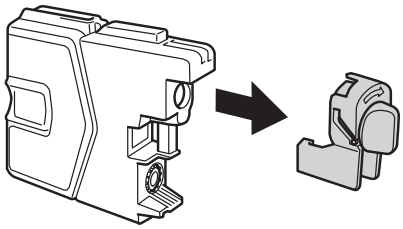




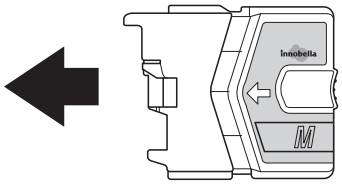
3 Open the new ink cartridge bag for the colour indicated on the LCD, and then take out the ink cartridge.

4 Turn the green knob on the protective yellow cap clockwise until it clicks to release the vacuum seal, then remove the cap (1).



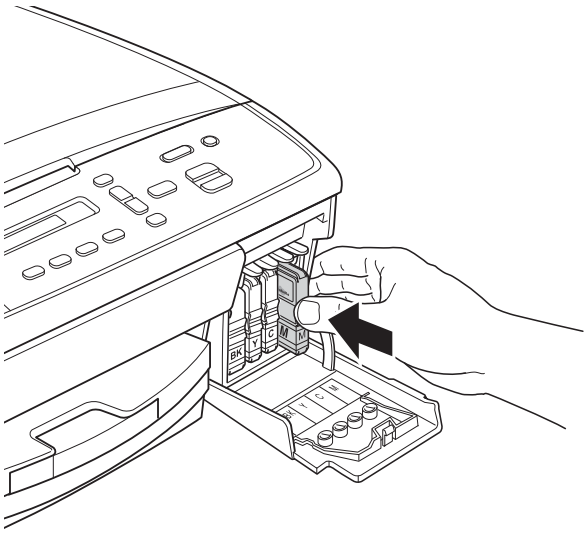


5 Each colour has its own correct position. Insert the ink cartridge in the direction of the arrow on the label.



A

6 Gently push the ink cartridge in until it clicks, and then close the ink cartridge cover.



7 The machine will automatically reset the ink dot counter.

Note

- If you replaced an ink cartridge, for example Black, the LCD may ask you to verify that it was a brand new one (`Did You Change Blck?`). For each new cartridge you installed, press ▲ (`Yes`) to reset the ink dot counter for that colour. If the ink cartridge you installed is not a brand new one, be sure to press ▼ (`No`).
- If the LCD shows `No Cartridge` or `Cannot Detect` after you install the ink cartridges, check that the ink cartridges are brand new Brother Original and that they are installed correctly.

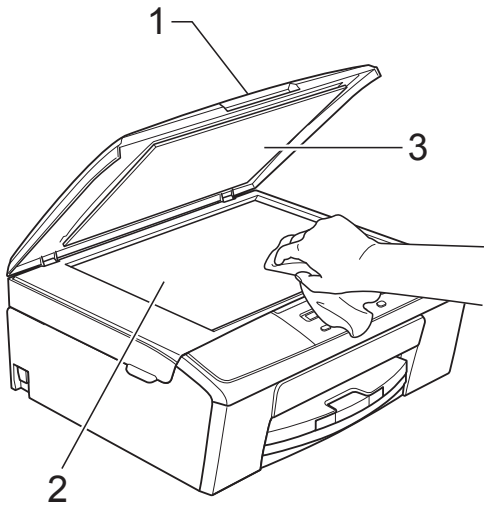
Important

- DO NOT take out ink cartridges if you do not need to replace them. If you do so, it may reduce the ink quantity and the machine will not know the quantity of ink left in the cartridge.
- DO NOT touch the cartridge insertion slots. If you do so, the ink may stain your skin.
- If ink gets on your skin or clothing immediately wash it off with soap or detergent.
- If you mix the colours by installing an ink cartridge in the wrong position, clean the print head several times after correcting the cartridge installation.
- Once you open an ink cartridge, install it in the machine and use it up within six months of installation. Use unopened ink cartridges by the expiration date written on the cartridge package.
- DO NOT dismantle or tamper with the ink cartridge; this can cause the ink to leak out of the cartridge.

Cleaning and checking the machine

Cleaning the scanner glass

1. Unplug the machine from the electrical socket.
2. Lift the document cover (1). Clean the scanner glass (2) and the white plastic (3) with a soft lint-free cloth moistened with a non-flammable glass cleaner.



Note

In addition to cleaning the scanner glass with a non-flammable glass cleaner, run your finger tip over the glass to see if you can feel anything on it. If you feel dirt or debris, clean the glass again concentrating on that area. You may need to repeat the cleaning process three or four times. To test, make a copy after each cleaning attempt.

Cleaning the print head

To maintain good print quality, the machine will automatically clean the print head when needed. You can start the cleaning process manually if there is a print quality problem.

Clean the print head if you get a horizontal line in the text or graphics, or blank text on your printed pages. You can clean Black only, three colours at a time (Yellow/Cyan/Magenta), or all four colours at once.

Cleaning the print head consumes ink. Cleaning too often uses ink unnecessarily.

Important

DO NOT touch the print head. Touching the print head may cause permanent damage and may void the print head's warranty.

1. Press **Menu**.
2. Press ▲ or ▼ to choose `1.Ink`.
   Press **OK**.
3. Press ▲ or ▼ to choose `2.Cleaning`.
   Press **OK**.
4. Press ▲ or ▼ to choose `Black`, `Color` or `All`.
   Press **OK**.
   The machine cleans the print head. When cleaning is finished, the machine will go back to the Ready mode automatically.

Note

If you clean the print head at least five times and the print has not improved, try installing a new Brother Original Innobella™ ink cartridge for each problem colour. Try cleaning the print head again up to five more times. If the print has not improved call your Brother customer service or your local Brother dealer.

Checking the print quality

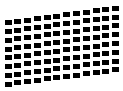
If faded or streaked colours and text appear on your printouts, some of the print head nozzles may be clogged. You can check this by printing the Print Quality Check Sheet and looking at the nozzle check pattern.

1. Press **Menu**.
2. Press ▲ or ▼ to choose `1.Ink`.
   Press **OK**.
3. Press ▲ or ▼ to choose `1.Test Print`.
   Press **OK**.
4. Press ▲ or ▼ to choose `Print Quality`.
   Press **OK**.
5. Press **Colour Start**.
   The machine begins printing the Print Quality Check Sheet.
6. Check the quality of the four colour blocks on the sheet.
7. The LCD asks you if the quality of the four colours are OK.

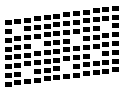
   ```
   Is Quality OK?
   ```

   ```
   ▲ Yes ▼ No
   ```
8. Do one of the following:
   - If all lines are clear and visible, press ▲ to choose `Yes`, and go to step ⓬.
   - If you can see missing short lines as shown below, press ▼ to choose `No`.

OK



Poor



9. The LCD asks you if the print quality is OK for black and three colours.

   ```
   Black OK?
   ```

   ```
   ▲ Yes ▼ No
   ```

   Press ▲ (`Yes`) or ▼ (`No`).
10. The LCD asks you if you want to start cleaning.

    ```
    Start Cleaning?
    ```

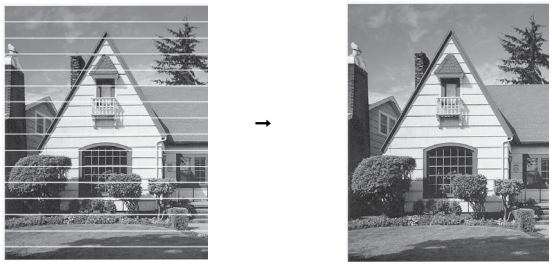
    ```
    ▲ Yes ▼ No
    ```

    Press ▲ (`Yes`).
    The machine starts cleaning the print head.
11. After cleaning is finished, press **Colour Start**.
    The machine starts printing the Print Quality Check Sheet again. Repeat the procedure from step ⑥.
12. Press **Stop/Exit**.
    If you repeat this procedure at least five times and the print quality is still poor, replace the ink cartridge for the clogged colour.
    After replacing the ink cartridge, check the print quality. If the problem still exists, repeat the cleaning and test print procedures at least five times for the new ink cartridge. If ink is still missing, call your Brother customer service or your local Brother dealer.

Important

DO NOT touch the print head. Touching the print head may cause permanent damage and may void the print head's warranty.

Note



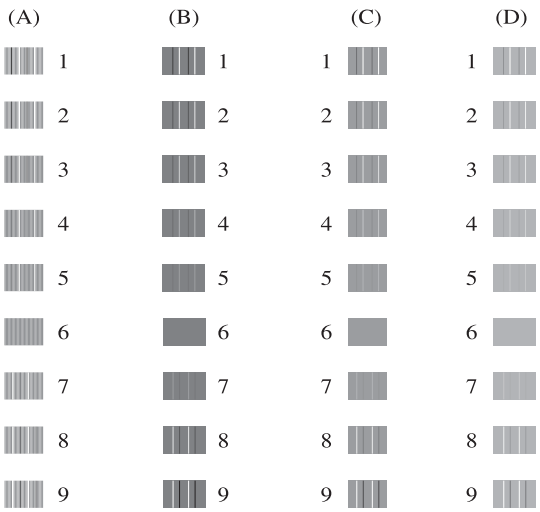
When a print head nozzle is clogged the printed sample looks like this.

After the print head nozzle is cleaned, the horizontal lines are gone.

Checking the print alignment

You may need to adjust the print alignment after transporting the machine, if your printed text becomes blurred or images become faded.

1. Press **Menu**.
2. Press ▲ or ▼ to choose `1.Ink`. Press **OK**.
3. Press ▲ or ▼ to choose `1.Test Print`. Press **OK**.
4. Press ▲ or ▼ to choose `Alignment`. Press **OK**.
5. Press **Mono Start** or **Colour Start**. The machine starts printing the Alignment Check Sheet.



6. For the “A” pattern, press ▲ or ▼ to choose the number of the test print that has the least visible vertical stripes (1-9). Press **OK**.
7. For the “B” pattern, press ▲ or ▼ to choose the number of the test print that has the least visible vertical stripes (1-9). Press **OK**.
8. For the “C” pattern, press ▲ or ▼ to choose the number of the test print that has the least visible vertical stripes (1-9). Press **OK**.
9. For the “D” pattern, press ▲ or ▼ to choose the number of the test print that has the least visible vertical stripes (1-9). Press **OK**.
10. Press **Stop/Exit**.

B Troubleshooting

Error and Maintenance messages

As with any sophisticated office product, errors may occur and consumable items may need to be replaced. If this happens, your machine identifies the error and shows an error message. The most common error and maintenance messages are shown below.

You can correct most errors and routine maintenance messages by yourself. If you need more help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.

Visit us at http://solutions.brother.com/.

Error Message	Cause	Action
`B&W Print Only` `Replace XX Ink`	One or more of the colour ink cartridges have reached the end of their life. You can use the machine in monochrome mode for approximately four weeks depending on the number of pages you print. While this message appears on the LCD, each operation works in the following way: ■ Printing If you choose **Greyscale** in the **Advanced** tab of the printer driver you can use the machine as a monochrome printer. ■ Copying If the paper type is set to `Plain Paper` or `Inkjet Paper` you can make copies in monochrome.	Replace the ink cartridges. (See *Replacing the ink cartridges* ➤➤ page 24.) **Note** The machine will stop all print operations and you will not be able to use the machine until you change to a new ink cartridge in the following cases: • If you unplug the machine or take out the ink cartridge. • If the paper type is set to anything except `Plain Paper` or `Inkjet Paper`. • (Windows®) If you check **Slow Drying Paper** in the **Basic** tab of the printer driver. (Macintosh) If you check **Slow Drying Paper** in the **Print Settings** of the printer driver.
`Cannot Detect`	You installed a new ink cartridge too quickly and the machine did not detect it.	Take out the new ink cartridge and re-install it slowly until it clicks. (See *Replacing the ink cartridges* ➤➤ page 24.)
	An ink cartridge is not installed correctly.	
	If you are using non Brother Original ink the machine may not detect the ink cartridge.	Replace the cartridge with a Brother Original ink cartridge. If the error message remains, contact your Brother customer service or your local Brother dealer.

Error Message	Cause	Action
Cannot Print Replace XX Ink	One or more of the ink cartridges have reached the end of their life. The machine will stop all print operations.	Replace the ink cartridges. (See *Replacing the ink cartridges* ➤➤ page 24.)
Clean Unable XX Init Unable XX Print Unable XX Scan Unable XX	The machine has a mechanical problem. **—OR—** A foreign object such as a paper clip or ripped paper is in the machine.	Open the scanner cover and remove any foreign objects and paper scraps from inside the machine. If the error message continues, disconnect the machine from the power for several minutes and reconnect it.
Close Ink Cover	The ink cartridge cover is not completely closed.	Firmly close the ink cartridge cover until it clicks.
Cover is Open	The scanner cover is not completely closed.	Lift the scanner cover and then close it again.
Data Remaining	Print data is left in the machine's memory.	Press **Stop/Exit**. The machine will cancel the job and clear it from the memory. Try to print again.
High Temperature	The print head is too warm.	Allow the machine to cool down.

Error Message	Cause	Action
Ink Box Full	The ink absorber box or flushing box is full. These components are periodic maintenance items that may require replacement after a period of time to ensure optimum performance from your Brother machine. Because these components are periodic maintenance items, the replacement is not covered under the warranty. The need to replace these items and the time period before replacement is dependent on the number of purges and flushes required to clean the ink system. These boxes acquire amounts of ink during the different purging and flushing operations. The number of times a machine purges and flushes for cleaning varies depending on different situations. For example, frequently powering the machine on and off will cause numerous cleaning cycles since the machine automatically cleans upon power up. The use of non-Brother ink may cause frequent cleanings because non-Brother ink could cause poor print quality which is resolved by cleaning. The more cleaning the machine requires the faster these boxes will fill up. **Note** *Repairs resulting from the use of non-Brother supplies may not be covered under the stated product warranty.*	The ink absorber box or flushing box will need to be replaced. Contact Brother Customer Service or your local Brother Authorised Service Centre to have your machine serviced. Other reasons for cleaning are: 1 The machine automatically cleans itself after clearing a printer jam. 2 The machine automatically cleans itself after sitting idle for more than 45 days (infrequent use). 3 The machine automatically cleans itself after the ink cartridges have been replaced 12 times.
InkBox NearFull	The ink absorber box or flushing box is nearly full.	Call your Brother customer service or your local Brother dealer.
Ink Low XXXXXXX	One or more of the ink cartridges are near the end of their life.	Order a new ink cartridge. You can continue printing until the LCD shows Cannot Print. (See *Replacing the ink cartridges* ➤➤ page 24.)
Low Temperature	The print head is too cold.	Allow the machine to warm up.
No Cartridge	An ink cartridge is not installed correctly.	Take out the new ink cartridge and re-install it slowly until it clicks. (See *Replacing the ink cartridges* ➤➤ page 24.)

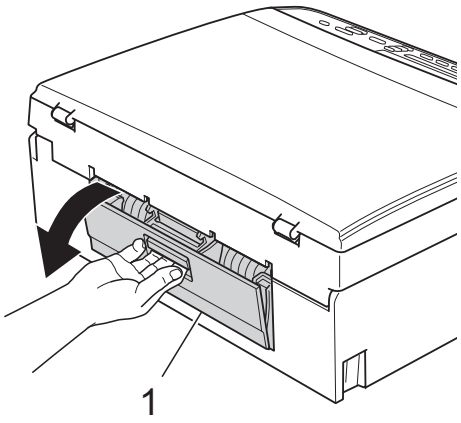
Error Message	Cause	Action
No Paper Fed	The machine is out of paper or paper is not correctly loaded in the paper tray.	Do one of the following: ■ Refill the paper in the paper tray, and then press **Mono Start** or **Colour Start**. ■ Remove and reload the paper, then press **Mono Start** or **Colour Start**. (See *Loading paper and other print media* ➤➤ page 6.)
	The paper is jammed in the machine.	Remove the jammed paper by following the steps in *Printer jam or paper jam* ➤➤ page 34.
	Paper dust has accumulated on the surface of the paper pick-up rollers.	Clean the paper pick-up rollers. (➤➤Advanced User's Guide: *Cleaning the paper pick-up rollers*)
	The Jam Clear Cover is not closed correctly.	Check the Jam Clear Cover is closed evenly at both ends. (See *Printer jam or paper jam* ➤➤ page 34.)
Out of Memory	The machine's memory is full.	**If a copy operation is in process** Press **Stop/Exit** and wait until the other operations that are in progress finish, and then try again.
Paper Jam	The paper is jammed in the machine.	Remove the jammed paper by following the steps in *Printer jam or paper jam* ➤➤ page 34. Make sure the paper length guide is set to the correct paper size. DO NOT extend the paper tray when you load A5 or smaller size paper.
Wrong Paper Size	The Paper Size setting does not match the size of paper in the tray. Or, you did not set the paper guides in the tray to the indicators for the paper size you are using.	1 Check that the paper size you choose matches the size of paper in the tray. (See *Paper Size* ➤➤ page 12.) 2 Make sure you loaded the paper in a Portrait position, by setting the paper guides at the indicators for your paper size. (See *Loading paper and other print media* ➤➤ page 6.) 3 After you have checked the paper size and the paper position, press **Mono Start** or **Colour Start**.

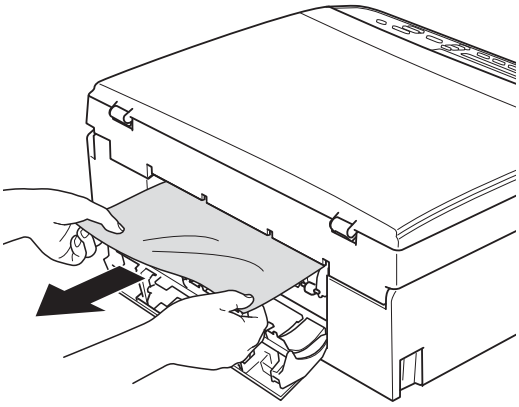
Printer jam or paper jam

Take out the jammed paper depending on where it is jammed in the machine.

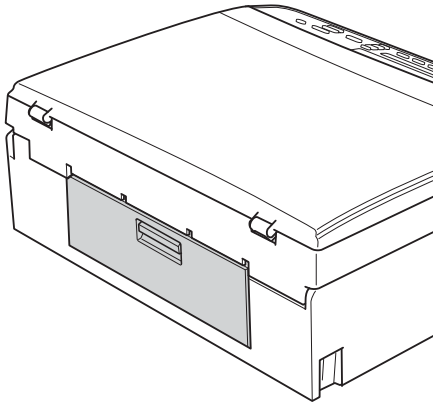
1. Unplug the machine from the electrical socket.

2. Open the Jam Clear Cover (1) at the back of the machine. Pull the jammed paper out of the machine.

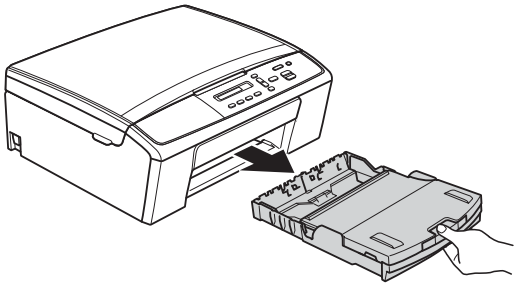




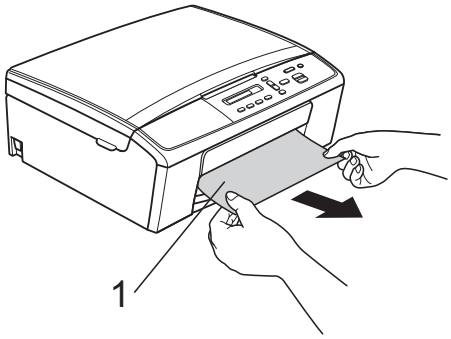
3. Close the Jam Clear Cover.
Make sure the cover is closed correctly.



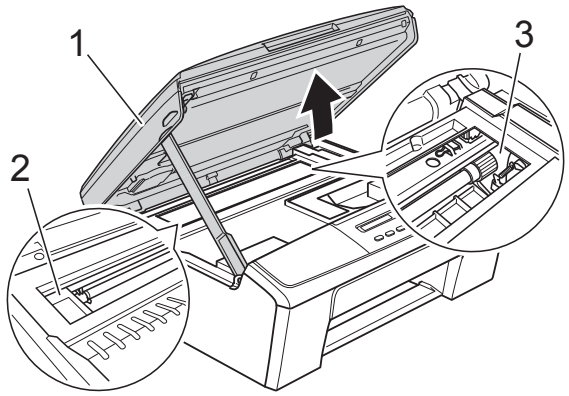
4. If the paper support flap is open, close it, and then close the paper support. Pull the paper tray completely out of the machine.



5. Pull out the jammed paper (1).



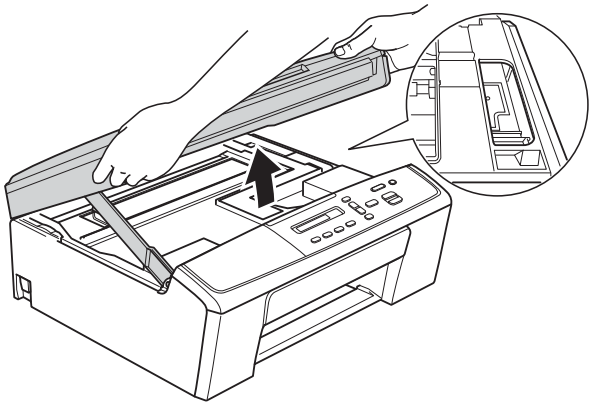
6 Using both hands, grasp the plastic tabs on both sides of the machine and lift the scanner cover (1) until it locks securely in the open position.



Move the print head (if necessary) to take out any paper remaining in this area. Make sure that jammed paper is not left in the corners of the machine (2) and (3).

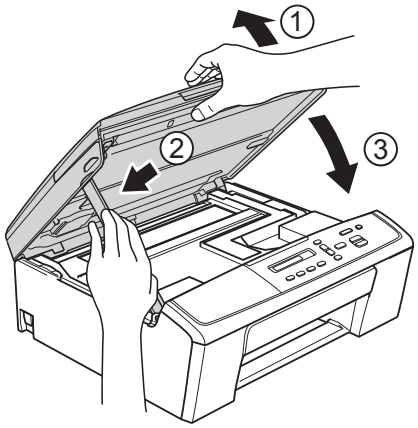
Important

- If the paper is jammed under the print head, unplug the machine from the power source, and then move the print head to take out the paper.
- If the print head is in the right corner as shown in the illustration, you cannot move it. Re-connect the power cord. Hold down **Stop/Exit** until the print head moves to the centre. Then unplug the machine from the power source and take out the paper.



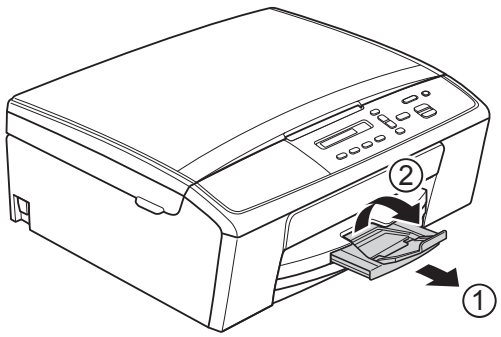
- If ink gets onto your skin, immediately wash with soap and plenty of water.

7 Lift the scanner cover to release the lock (1). Gently push the scanner cover support down (2) and close the scanner cover (3) using both hands.



8 Push the paper tray firmly back into the machine.

9 While holding the paper tray in place, pull out the paper support (1) until it clicks, and then unfold the paper support flap (2).



Important

DO NOT use the paper support flap for Legal size paper.

10 Re-connect the power cord.

B

Troubleshooting

If you think there is a problem with your machine, check the chart and follow the troubleshooting tips.

Most problems can be easily resolved by yourself. If you need additional help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.
Visit us at http://solutions.brother.com/.

If you are having difficulty with your machine

Printing

Difficulty	Suggestions
No printout.	Check the interface cable or wireless connection on both the machine and your computer. (➤➤Quick Setup Guide)
	Check that the machine is plugged in and press to turn the machine on.
	One or more ink cartridges have reached the end of their life. (See *Replacing the ink cartridges* ➤➤ page 24.)
	Check to see if the LCD is showing an error message. (See *Error and Maintenance messages* ➤➤ page 30.)
	If the LCD shows `Cannot Print` or `Replace XX Ink`, see *Replacing the ink cartridges* ➤➤ page 24.
	Check that the correct printer driver has been installed and chosen.
	(Windows® only) Make sure that the machine is online. (Windows® 7) Click /**Devices and Printers**. Right-click **Brother DCP-XXXXX** (where XXXXX is your model name) and choose **See what's printing**. Click **Printer** and make sure that **Use Printer Offline** is unchecked. (Windows Vista®) Click /**Control Panel**/**Hardware and Sound**/**Printers**. Right-click **Brother DCP-XXXXX** (where XXXXX is your model name). If the printer is offline, it will show **Use Printer Online**. Select this option to enable the printer. (Windows® XP) Click **Start**/**Control Panel**/**Printers and Other Hardware**/**Printers and Faxes**. Right-click **Brother DCP-XXXXX** (where XXXXX is your model name). If the printer is offline, it will show **Use Printer Online**. Select this option to enable the printer.

Printing (continued)

Difficulty	Suggestions
No printout. (Continued)	The document will not print if the old, unprinted data remains in the printer driver spooler. Open the printer icon, and then delete all the data. Your printer icon can be found in the following way: (Windows® 7) Click **/Devices and Printers/Printers and Faxes**. (Windows Vista®) Click **/Control Panel/Hardware and Sound/Printers**. (Windows® XP) Click **Start/Control Panel/Printers and Other Hardware/Printers and Faxes**. (Mac OS X 10.7.x) Click **System Preferences/Print & Scan**. (Mac OS X 10.5.8, 10.6.x) Click **System Preferences/Print & Fax**.
Poor print quality.	Check the print quality. (See *Checking the print quality* ➤➤ page 28.)
	Make sure that the **Media Type** setting in the printer driver or the `Paper Type` setting in the machine's menu matches the type of paper you are using. See *Paper Type* ➤➤ page 12. ➤➤Software User's Guide: *Printing* (Windows®) ➤➤Software User's Guide: *Printing* (Macintosh)
	Make sure that your ink cartridges are fresh. The following may cause ink to clog: ■ The expiration date written on the cartridge package has passed. (Brother Original cartridges stay usable for up to two years if kept in their original packaging.) ■ The ink cartridge has been in your machine for over six months. ■ The ink cartridge may not have been stored correctly before use.
	Make sure you are using Brother Original Innobella™ ink. Brother does not recommend the use of cartridges other than Brother Original cartridges or the refilling of used cartridges with ink from other sources.
	Try using the recommended types of paper. (See *Acceptable paper and other print media* ➤➤ page 13.)
	The recommended environment for your machine is between 20 °C to 33 °C.
White horizontal lines appear in text or graphics.	Clean the print head. (See *Cleaning the print head* ➤➤ page 27.)
	Make sure you are using Brother Original Innobella™ ink.
	Try using the recommended types of paper. (See *Acceptable paper and other print media* ➤➤ page 13.)
The machine prints blank pages.	Clean the print head. (See *Cleaning the print head* ➤➤ page 27.)
	Make sure you are using Brother Original Innobella™ ink.
Characters and lines are blurred.	Check the printing alignment. (See *Checking the print alignment* ➤➤ page 29.)
Printed text or images are skewed.	Make sure the paper is loaded correctly in the paper tray and the paper side guides are adjusted correctly. (See *Loading paper and other print media* ➤➤ page 6.)
	Make sure the Jam Clear Cover is closed correctly.

Printing (continued)

Difficulty	Suggestions
Smudge or stain at the top centre of the printed page.	Make sure the paper is not too thick or curled. (See *Acceptable paper and other print media* ➤➤ page 13.)
Printing appears dirty or ink seems to run.	Make sure you are using the recommended types of paper. (See *Acceptable paper and other print media* ➤➤ page 13.) Don't handle the paper until the ink is dry.
	Make sure you are using Brother Original Innobella™ ink.
	If you are using photo paper, make sure that you have set the correct paper type. If you are printing a photo from your PC, set the **Media Type** in the printer driver.
Stains appear on the reverse side or at the bottom of the page.	Make sure the printer platen is not dirty with ink. (➤➤Advanced User's Guide: *Cleaning the machine's printer platen*)
	Make sure you are using Brother Original Innobella™ ink.
	Make sure you are using the paper support flap. (See *Loading paper and other print media* ➤➤ page 6.)
The machine prints dense lines on the page.	(Windows® only) Check **Reverse Order** in the **Basic** tab of the printer driver.
The printouts are wrinkled.	(Windows®) In the printer driver **Advanced** tab, click **Colour Settings**, and uncheck **Bi-Directional Printing**. (Macintosh) In the printer driver, choose **Print Settings**, click **Advanced**, choose **Other Print Options**, and uncheck **Bi-Directional Printing**.
	Make sure you are using Brother Original Innobella™ ink.
Cannot perform "Page Layout" printing.	Check that the paper size setting in the application and in the printer driver are the same.
Print speed is too slow.	Try changing the printer driver setting. The highest resolution needs longer data processing, sending and printing time. Try the other quality settings in the printer driver **Advanced** tab (Windows®) or **Color Settings** (Macintosh). Click **Colour Settings** (Windows®) or **Advanced Color Settings** (Macintosh) and make sure you uncheck **Color Enhancement**.
	Turn the borderless feature off. Borderless printing is slower than normal printing. ➤➤Software User's Guide: *Printing* (Windows®) ➤➤Software User's Guide: *Printing* (Macintosh)
Colour Enhancement is not working correctly.	If the image data is not full colour in your application (such as 256 colour), Colour Enhancement will not work. Use at least 24 bit colour data with the Colour Enhancement feature.
Photo paper does not feed correctly.	When you print on Brother Photo paper, load one extra sheet of the same photo paper in the paper tray. An extra sheet has been included in the paper package for this purpose.
	Clean the paper pick-up rollers. (➤➤Advanced User's Guide: *Cleaning the paper pick-up rollers*)

Printing (continued)

Difficulty	Suggestions
Machine feeds multiple pages.	Make sure the paper is loaded correctly in the paper tray. (See *Loading paper and other print media* ➤➤ page 6.)
	Remove all the paper from the tray and fan the stack of paper well, then put it back in the tray. (See step ❺ in *Loading paper and other print media* ➤➤ page 6.)
	Make sure you do not push the paper in too far. (See step ❺ in *Loading paper and other print media* ➤➤ page 6.)
	Make sure the paper support is pulled out until it clicks and the paper support flap is unfolded. (See step ❾ in *Loading paper and other print media* ➤➤ page 6.)
	Make sure the Jam Clear Cover is closed correctly. (See step ❸ in *Printer jam or paper jam* ➤➤ page 34.)
	Make sure the Base Pad in the paper tray is not dirty. (➤➤Advanced User's Guide: *Cleaning the paper pick-up rollers*)
There is a paper jam.	Make sure the paper length guide is set to the correct paper size. Do not extend the paper tray when you load A5 or smaller size paper. (See *Printer jam or paper jam* ➤➤ page 34.)
Printed pages are not stacked neatly.	Make sure you are using the paper support flap. (See *Loading paper and other print media* ➤➤ page 6.)
Machine does not print from Adobe® Illustrator®.	Try to reduce the print resolution. ➤➤Software User's Guide: *Printing* (Windows®) ➤➤Software User's Guide: *Printing* (Macintosh)
Ink is smudged or running when using glossy photo paper.	Be sure to check the front and back of the paper. Place the glossy surface (printing surface) face down. (See *Paper Type* ➤➤ page 12.)
	If you use glossy photo paper, make sure that the paper type setting is correct.

Copying Difficulties

Difficulty	Suggestions
Fit to Page does not work correctly.	Make sure your source document is not skewed. Reposition the document and try again.

Scanning Difficulties

Difficulty	Suggestions
TWAIN or WIA errors appear when starting to scan. (Windows®)	Make sure the Brother TWAIN or WIA driver is chosen as the primary source in your scanning application.
TWAIN or ICA errors appear when starting to scan. (Macintosh)	Make sure the Brother TWAIN driver is chosen as the primary source. Mac OS X 10.6.x and 10.7.x users can also scan documents using the ICA Scanner Driver. ➤➤Software User's Guide: *Scanning a document using the ICA driver (Mac OS X 10.6.x, 10.7.x)*

Software Difficulties

Difficulty	Suggestions
Cannot install software or print.	(Windows® only) Run the **Repair MFL-Pro Suite** program on the CD-ROM. This program will repair and reinstall the software.
“Device Busy”	Make sure the machine is not showing an error message on the LCD.
Cannot print images from FaceFilter Studio. (Windows®)	To use FaceFilter Studio, you must install the FaceFilter Studio application from the CD-ROM supplied with your machine. (➤➤Quick Setup Guide) Also, before you start FaceFilter Studio for the first time, you must make sure your Brother machine is turned on and connected to your computer. This will allow you to access all the functions of FaceFilter Studio.

Network Difficulties

Difficulty	Suggestions
Cannot print over the network.	Make sure that your machine is powered on and is online and in the Ready mode. Print a Network Configuration Report (➤➤Advanced User’s Guide: *Reports*) and check the current Network settings printed in this list. If you are using a wireless connection or are having Network problems ➤➤Network User’s Guide: *Troubleshooting*
The network scanning feature does not work.	It is necessary to configure the third-party Security/Firewall Software to allow Network scanning. To add port 54925 for Network scanning, enter the information below: In Name: Enter any description, for example Brother NetScan. In Port number: Enter 54925. In Protocol: UDP is selected. Please refer to the instruction manual that came with your third-party Security/Firewall Software or contact the software manufacturer. (Macintosh) Re-select your machine in the **Device Selector** application located in **Macintosh HD**/**Library**/**Printers**/**Brother**/**Utilities**/**DeviceSelector** or from the model list in ControlCenter2.
The Brother software cannot be installed.	(Windows®) Allow network access to the following programs if your security software displays an alert message during MFL-Pro Suite installation. (Macintosh) If you are using a firewall function of anti-spyware or antivirus security software, temporarily disable it and then install the Brother software.
Cannot connect to wireless network.	Investigate the problem using the `WLAN Report`. Press **Menu**, and then press ▲ or ▼ to choose `4.Print Reports`. Press **OK**. Press ▲ or ▼ to choose `3.WLAN Report`, and then press **OK**. (➤➤Network User’s Guide)
Reset the network settings.	Press **Menu**, and then press ▲ or ▼ to choose `3.Network`. Press **OK**. Press ▲ or ▼ to choose `0.Network Reset`, and then press **OK**. (➤➤Network User’s Guide)

Machine Information

Checking the serial number

You can see the machine's serial number on the LCD.

1. Press **Menu**.
2. Press ▲ or ▼ to choose `5.Machine Info`.
   Press **OK**.
3. Press ▲ or ▼ to choose `1.Serial No`.
   Press **OK**.
   Your machine's serial number will appear on the LCD.
4. Press **Stop/Exit**.

Reset functions

The following reset functions are available:

1 `Network`

You can reset the print server back to its factory defaults, such as the password and IP address information.

2 `All Settings`

You can restore all settings to the factory defaults.

Brother strongly recommends performing this procedure before handing over or disposing of the machine.

How to reset the machine

1. Press **Menu**.
2. Press ▲ or ▼ to choose `0.Initial Setup`.
   Press **OK**.
3. Press ▲ or ▼ to choose `4.Reset`.
   Press **OK**.
4. Press ▲ or ▼ to choose the type of reset, `1.Network` or `2.All Settings`.
   Press **OK**.
5. Press ▲ to choose ▲ `Reset`.
6. Press ▲ to confirm.

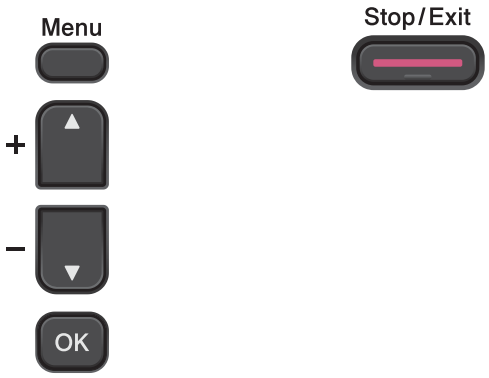
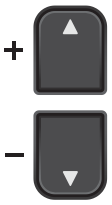
C Menu and features

On-screen programming

Your machine is designed to be easy to operate with LCD on-screen programming using the menu keys. User-friendly programming helps you take full advantage of all the menu selections your machine has to offer.

Since your programming is done on the LCD, we have created step-by-step on-screen instructions to help you program your machine. All you need to do is follow the instructions as they guide you through the menu selections and programming options.

Menu keys

<table>
<tr><td colspan="2"> 
</td></tr>
<tr><td>
</td><td>Access the menu.</td></tr>
<tr><td> 
</td><td>Scroll through the current menu level.</td></tr>
<tr><td>
</td><td>Go to the next menu level.
Accept an option.</td></tr>
<tr><td>
</td><td>Exit the menu or stop the current operation.</td></tr>
</table>

To access the menu mode:

1. Press **Menu**.
2. Choose an option.
   You can scroll more quickly through each menu level by pressing ▲ or ▼ for the direction you want.

   ```
   1.Ink
   ```

   ```
   2.Copy
   ```

   ```
   3.Network
   ```

   ```
   4.Print Reports
   ```

   ```
   5.Machine Info.
   ```

   ```
   0.Initial Setup
   ```

3. Press **OK** when that option appears on the LCD.
   The LCD will then show the next menu level.
4. Press ▲ or ▼ to scroll to choose the setting you want to change.
   Press **OK**.
5. Press ▲ or ▼ to choose the option you want.
   Press **OK**.
   The LCD will show `Accepted`.
6. Press **Stop/Exit**.

Menu table

The menu table will help you understand the menu selections and options that are found in the machine's programs. The default settings are shown in Bold with an asterisk.

Menu (Menu)

Level1	Level2	Level3	Options	Descriptions	Page
1.Ink	**1.Test Print**	—	Print Quality Alignment	Lets you check the print quality or alignment.	28, 29
	2.Cleaning	—	Black Color All	Lets you clean the print head.	27
	3.Ink Volume	—	—	Lets you check the available ink volume.	See ◆.
2.Copy	**1.Paper Type**	—	**Plain Paper*** Inkjet Paper Brother BP71 Brother BP61 Other Glossy Transparency	Sets the type of paper in the paper tray.	12
	2.Paper Size	—	**A4*** A5 10x15cm Letter Legal	Sets the size of the paper in the paper tray.	12
	3.Quality	—	Best **Normal*** Fast	Chooses the copy resolution for your type of document.	See ◆.
	4.Density	—	-□□□□■+ -□□□■□+ **-□□■□□+*** -□■□□□+ -■□□□□+	Adjusts the density of copies.	
	◆ Advanced User's Guide				
	The factory settings are shown in Bold with an asterisk.				

Network menu

Level1	Level2	Level3	Options	Descriptions	Page
3.Network	1.TCP/IP	1.BOOT Method	**Auto*** Static RARP BOOTP DHCP	Chooses the BOOT method that best suits your needs.	See +.
		2.IP Address	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.	
		3.Subnet Mask	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.	
		4.Gateway	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.	
		5.Node Name	BRWXXXXXXXXXXXX	Lets you check the Node name.	
		6.WINS Config	**Auto*** Static	Chooses the WINS configuration mode.	
		7.WINS Server	(Primary) 000.000.000.000 (Secondary) 000.000.000.000	Specifies the IP address of the primary or secondary WINS server.	
		8.DNS Server	(Primary) 000.000.000.000 (Secondary) 000.000.000.000	Specifies the IP address of the primary or secondary DNS server.	
		9.APIPA	**On*** Off	Automatically allocates the IP address from the link-local address range.	
	2.Setup Wizard	—	—	You can manually configure your print server for a wireless network.	
	+ Network User's Guide				
	The factory settings are shown in Bold with an asterisk.				

C

Level1	Level2	Level3	Options	Descriptions	Page
3.Network (Continued)	**3.WPS/AOSS**	—	—	You can easily configure your wireless network settings using the one-button push method.	See +.
	4.WPS w/PIN Code	—	—	You can easily configure your wireless network settings using WPS with a PIN code.	
	5.WLAN Status	**1.Status**	Active(11b) Active(11g) Active(11n) AOSS Active Connection Fail	You can see the current wireless network status.	
		2.Signal	—	You can see the current wireless network signal strength.	
		3.SSID	—	You can see the current SSID.	
		4.Comm. Mode	—	You can see the current Communication Mode.	
	6.MAC Address	—	—	You can see your machine's MAC address from the control panel.	
	7.WLAN Enable	—	On **Off***	Lets you use the wireless network connection.	
	0.Network Reset	—	—	Restore all network settings to the factory default.	
	+ Network User's Guide				
	The factory settings are shown in Bold with an asterisk.				

Menu (continued)

Level1	Level2	Level3	Options	Descriptions	Page
4.Print Reports	1.User Settings	—	—	Prints these lists and reports.	See ◆.
	2.Network Config	—	—		
	3.WLAN Report	—	—		
5.Machine Info.	1.Serial No.	—	—	Lets you check the serial number of your machine.	41
0.Initial Setup	1.Date&Time	—	—	Sets the date and time in your machine.	See ‡.
	2.LCD Contrast	—	Light **Dark***	Adjusts the contrast of the LCD.	See ◆.
	3.Sleep Mode	—	1 Min 2 Mins 3 Mins **5 Mins*** 10 Mins 30 Mins 60 Mins	You can choose how long the machine will remain idle before it goes into Sleep mode.	
	4.Reset	1.Network	—	Resets the print server back to the factory defaults, such as the password and IP address information.	41
		2.All Settings	—	Resets all the machine's settings back to the factory default.	
	5.Auto Power Off	—	Off **On***	When this feature is set to On the machine will turn itself off one hour after entering Sleep Mode. When set to Off, the machine will not power off automatically.	See ◆.
	0.Local Language	—	(Choose the language you want to use)	Allows you to change the LCD language for your country.	

◆ Advanced User's Guide

‡ Quick Setup Guide

The factory settings are shown in Bold with an asterisk.

C

Copy Quality ( ) (Temporary settings)

Level1	Level2	Level3	Options	Descriptions	Page
—	—	—	Best **Normal*** Fast	Choose the Copy resolution.	See ◆.
	◆ Advanced User's Guide				
	The factory settings are shown in Bold with an asterisk.				

Enlarge/Reduce ( ) (Temporary settings)

Level1	Level2	Level3	Options	Descriptions	Page
—	—	—	Fit to Page Custom(25-400%) 198% 10x15cm→A4 186%10x15cm→LTR 141% A5→A4 **100%*** 97% LTR→A4 93% A4→LTR 83% 69% A4→A5 47% A4→10x15cm	You can choose the enlargement and reduction ratio.	See ◆.
	◆ Advanced User's Guide				
	The factory settings are shown in Bold with an asterisk.				

Copy Options ( ) (Temporary settings)

Level1	Level2	Level3	Options	Descriptions	Page
Paper Type	—	—	**Plain Paper*** Inkjet Paper Brother BP71 Brother BP61 Other Glossy Transparency	Choose the paper type.	20
Paper Size	—	—	**A4*** A5 10x15cm Letter Legal	Choose the paper.	20
Density	—	—	-□□□□■+ -□□□■□+ **-□□■□□+*** -□■□□□+ -■□□□□+	Adjusts the density.	See ◆.
Page Layout	—	—	**Off(1in1)*** 2in1(P) 2in1(L) 2in1(ID) 4in1(P) 4in1(L) Poster(3x3)	You can make N in 1 or Poster copies.	
	◆ Advanced User's Guide				
	The factory settings are shown in Bold with an asterisk.				

C

SCAN ( )

Level1	Level2	Level3	Options	Descriptions	Page
Scan to E-mail	—	—	—	You can scan a monochrome or a colour document into your E-mail application.	See ☐.
Scan to Image	—	—	—	You can scan a colour picture into your graphics application.	
Scan to File	—	—	—	You can scan a monochrome or a colour document into your computer.	
Web Service (Appears when you install a Web Services Scanner, which is displayed in your computer's Windows® Explorer.)	**Scan**	—	—	You can scan data by using the Web Services protocol.	
	Scan for E-mail	—	—		
	Scan for Fax	—	—		
	Scan for Print	—	—		
	☐ Software User's Guide				
	The factory settings are shown in Bold with an asterisk.				

D Specifications

General

Note

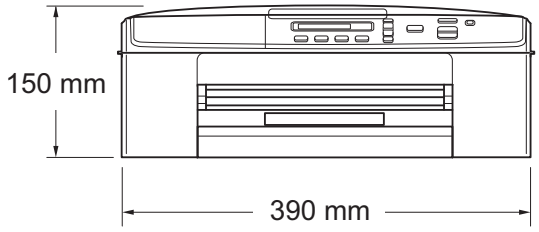
This chapter provides a summary of the machine's specifications. For additional specifications visit http://www.brother.com/ for details.

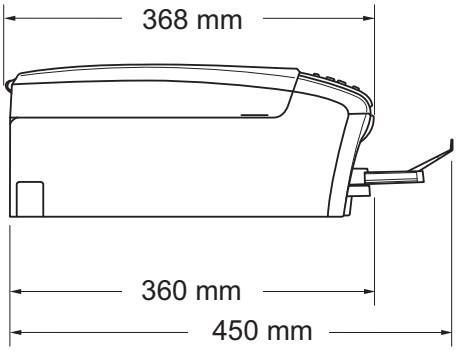
Printer Type	Inkjet	
Print Head	Mono:	Piezo with 94 nozzles × 1
	Colour:	Piezo with 94 nozzles × 3
Memory Capacity	32 MB	
LCD (Liquid Crystal Display)	16 characters × 1 line	
Power Source	AC 220 to 240V 50/60Hz	
Power Consumption [1]	Copying Mode:	Approx. 17 W [2]
	Ready Mode:	Approx. 3.5 W
	Sleep Mode:	Approx. 1.5 W
	Off:	Approx. 0.45 W

1 Measured when the machine is connected to the USB interface.

2 When resolution: standard / document: ISO/IEC 24712 printed pattern.

Dimensions





Weight	6.8 kg	
Noise	Operating:	LPAm = 50 dB or less [1]
Noise per ISO9296	Copying:	LWAd = 6.40 B(A) [2] (Mono)
		LWAd = 5.73 B(A) (Colour)
	Ready:	LWAd = 2.99 B(A) (Mono/Colour)
Temperature	Operating:	10 to 35 °C
	Best Print Quality:	20 to 33 °C
Humidity	Operating:	20 to 80% (without condensation)
	Best Print Quality:	20 to 80% (without condensation)
Document Size	Scanner Glass Width: Max. 215.9 mm	
	Scanner Glass Length: Max. 297 mm	

1 Noise depends on printing conditions.

2 Office equipment with LWAd>6.30 B(A) is not suitable for use in room where people do primarily intellectual work. Such equipment should be placed in separate rooms because of the noise emission.

Print media

Paper Input	**Paper Tray** ■ Paper type: Plain paper, inkjet paper (coated paper), glossy paper [1] and transparency [1] [2] ■ Paper size: A4, Executive, Letter, Legal, A5, A6, Envelopes (commercial No.10, DL, C5, Monarch), Photo 10 × 15 cm, Photo 2L 13 × 18 cm and Index Card 127 × 203 mm [3] Width: 98 mm - 215.9 mm Length: 148 mm - 355.6 mm For more details, see *Paper weight, thickness and capacity* ➤➤ page 16. ■ Maximum paper tray capacity: Approx. 100 sheets of 80 g/m^2 plain paper
Paper Output	Up to 50 sheets of A4 plain paper (face up print delivery to the output paper tray) [1]

1 For glossy paper or transparencies, remove printed pages from the output paper tray immediately after they exit the machine to avoid smudging.

2 Use only transparencies recommended for inkjet printing.

3 See *Paper type and size for each operation* ➤➤ page 15.

Copy

Colour/Monochrome	Yes/Yes
Copy Width [1]	204 mm
Multiple Copies	Stacks up to 99 pages
Enlarge/Reduce	25% to 400% (in increments of 1%)
Resolution	(Monochrome) ■ Prints up to 1200 × 1200 dpi (Colour) ■ Prints up to 600 × 1200 dpi

[1] When copying on A4 size paper.

Scanner

Colour/Monochrome	Yes/Yes
TWAIN Compliant	Yes (Windows® XP [1]/Windows Vista®/Windows® 7)
	(Mac OS X 10.5.8, 10.6.x, 10.7.x [2])
WIA Compliant	Yes (Windows® XP [1]/Windows Vista®/Windows® 7)
ICA Compliant	Yes (Mac OS X 10.6.x, 10.7.x)
Colour Depth	30 bit colour Processing (Input)
	24 bit colour Processing (Output)
Resolution	Up to 19200 × 19200 dpi (interpolated) [3]
	Up to 1200 × 2400 dpi (optical)
Scanning Width and Length	Width: Up to 210 mm
	Length: Up to 291 mm
Greyscale	10 bit colour Processing (Input)
	8 bit colour Processing (Output)

1 Windows® XP in this User's Guide includes Windows® XP Home Edition, Windows® XP Professional, and Windows® XP Professional x64 Edition.

2 For the latest driver updates for the Mac OS X you are using, visit us at http://solutions.brother.com/.

3 Maximum 1200 × 1200 dpi scanning when using the WIA Driver for Windows® XP, Windows Vista® and Windows® 7 (resolution up to 19200 × 19200 dpi can be selected by using the Brother scanner utility).

Printer

Resolution	Up to 1200 × 6000 dpi
Printing Width [1]	204 mm [210 mm (borderless) [2]]
Borderless [3]	A4, Letter, A6, Photo 10 × 15 cm, Index Card 127 × 203 mm, Photo 2L 13 × 18 cm
Print Speed [4]	

1 When printing on A4 size paper.

2 When the Borderless feature is set to On.

3 See *Paper type and size for each operation* ➤➤ page 15.

4 For detailed specifications visit http://www.brother.com/.

Interfaces

USB [1] [2]	A USB 2.0 interface cable that is no longer than 2 m.
Wireless LAN	IEEE 802.11b/g/n (Infrastructure Mode)
	IEEE 802.11b (Ad-hoc Mode)

1 Your machine has a Hi-Speed USB 2.0 interface. The machine can also be connected to a computer that has a USB 1.1 interface.

2 Third party USB ports are not supported.

Network

Note

For more information about the Network specifications ➤➤Network User's Guide

You can connect your machine to a wireless network for Network Printing and Network Scanning [1]. Also included is Brother BRAdmin Light [2] Network Management software.

Wireless Network Security	SSID (32 chr), WEP 64/128 bit, WPA-PSK (TKIP/AES), WPA2-PSK (AES)	
Setup Support Utility	**AOSS™**	Yes
	WPS	Yes

1 See *Computer requirements* ➤➤ page 58.

2 If you require more advanced printer management, use the latest Brother BRAdmin Professional utility version that is available as a download from http://solutions.brother.com/.

D

Computer requirements

SUPPORTED OPERATING SYSTEMS AND SOFTWARE FUNCTIONS								
Computer Platform & Operating System Version		**Supported PC Software Functions**	**PC Interface**	**Processor Minimum Speed**	**Minimum RAM**	**Recommended RAM**	**Hard Disk Space to install**	
							For Drivers	**For Applications**
Windows® Operating System	Windows® XP Home [1] Windows® XP Professional [1]	Printing, Scanning	USB, Wireless 802.11b/g/n	Intel® Pentium® II or equivalent	128 MB	256 MB	150 MB	1 GB
	Windows® XP Professional x64 Edition [1]			64-bit (Intel® 64 or AMD64) supported CPU	256 MB	512 MB		
	Windows Vista® [1]			Intel® Pentium® 4 or equivalent 64-bit (Intel® 64 or AMD64) supported CPU	512 MB	1 GB	500 MB	1.3 GB
	Windows® 7 [1]				1 GB (32 bit) 2 GB (64 bit)	1 GB (32 bit) 2 GB (64 bit)	650 MB	
	Windows Server® 2003 (print only via network)	Printing	USB, Wireless 802.11b/g/n	Intel® Pentium® III or equivalent	256 MB	512 MB	50 MB	N/A
	Windows Server® 2003 x64 Edition (print only via network)			64-bit (Intel® 64 or AMD64) supported CPU				
	Windows Server® 2003 R2 (print only via network)			Intel® Pentium® III or equivalent				
	Windows Server® 2003 R2 x64 Edition (print only via network)			64-bit (Intel® 64 or AMD64) supported CPU	512 MB	1 GB		
	Windows Server® 2008 (print only via network)			Intel® Pentium® 4 or equivalent 64-bit (Intel® 64 or AMD64) supported CPU		2 GB		
	Windows Server® 2008 R2 (print only via network)			64-bit (Intel® 64 or AMD64) supported CPU				
Macintosh Operating System	Mac OS X 10.5.8	Printing, Scanning	USB [2], Wireless 802.11b/g/n	PowerPC G4/G5 Intel® Processor	512 MB	1 GB	80 MB	550 MB
	Mac OS X 10.6.x			Intel® Processor	1 GB	2 GB		
	Mac OS X 10.7.x				2 GB			

Conditions:

[1] For WIA, 1200 × 1200 resolution. Brother Scanner Utility enables to enhance up to 19200 × 19200 dpi.

[2] Third party USB ports are not supported.

For the latest driver updates, visit us at http://solutions.brother.com/.

All trademarks, brand and product names are the property of their respective companies.

Consumable items

Ink	The machine uses individual Black, Yellow, Cyan and Magenta ink cartridges that are separate from the print head assembly.
Service Life of Ink Cartridge	The first time you install a set of ink cartridges the machine will use an amount of ink to fill the ink delivery tubes for high quality printouts. This process will only happen once. After this process is complete the cartridges provided with your machine will have a lower yield than standard cartridges (65%). With all following ink cartridges you can print the specified number of pages.
Replacement Consumables	<Low Yield Black> LC985BK <Low Yield Yellow> LC985Y <Low Yield Cyan> LC985C <Low Yield Magenta> LC985M Black - Approximately 300 pages [1] Yellow, Cyan and Magenta - Approximately 260 pages [1] [1] Approx. cartridge yield is declared in accordance with ISO/IEC 24711. For more information about the replacement consumables, visit us at http://www.brother.com/pageyield/.

What is Innobella™?

Innobella™ is a range of genuine consumables offered by Brother. The name "Innobella™" derives from the words "Innovation" and "Bella" (meaning "Beautiful" in Italian) and is a representation of the "innovative" technology providing you with "beautiful" and "long lasting" print results.

When you print photo images, Brother recommends Innobella™ glossy photo paper (BP71 series) for high quality. Brilliant prints are made easier with Innobella™ Ink and paper.

E Index

A

Apple Macintosh
  See Software User's Guide.

B

Brother
  CreativeCenter 3

C

Cleaning
  print head 27
  scanner 27
Consumable items 59
Control panel overview 4
ControlCenter
  See Software User's Guide.
Copy
  paper size 20
  paper type 20
  using scanner glass 17

D

Document
  loading 17

E

Envelopes 9, 15, 16
Error messages on LCD 30
  B&W Print Only 30
  Cannot Detect 30
  Cannot Print 31
  Clean Unable 31
  Cover is Open 31
  Data Remaining 31
  Init Unable 31
  Ink Box Full 32
  Ink Low 32
  InkBox Near Full 32
  No Ink Cartridge 32
  No Paper Fed 33
  Out of Memory 33
  Print Unable 31
  Scan Unable 31
  Wrong Paper Size 33

G

Greyscale 55

H

Help
  LCD messages 42
    using menu keys 42
  Menu Table 44

I

Ink cartridges
  ink dot counter 24, 26
  replacing 24
Innobella™ 59

J

Jams
  paper 34

L

LCD (Liquid Crystal Display) 42

M

Macintosh
  See Software User's Guide.
Maintenance, routine
  replacing ink cartridges 24
Mode, entering
  SCAN 4

N

Network
  Printing
    See Network User's Guide.
  Scanning
    See Software User's Guide.

P

Paper 13, 53
  capacity 16
  loading 6, 9
  loading envelopes and postcards 9
  printable area 11
  size 12
  type 12, 15
Print
  difficulties 36
  on small paper 10
  paper jams 34
  printable area 11
  resolution 56
  specifications 56
Printing
  See Software User's Guide.
Programming your machine 42

R

Resolution
  copy 54
  print 56
  scan 55

S

Scanning
  See Software User's Guide.
Serial Number
  how to find..... See inside front cover

T

Transparencies 13, 14, 16, 53
Troubleshooting 36
  error messages on LCD 30
  if you are having difficulty
    copying 39
    Network 40
    printing 36
    scanning 39
    software 40
  maintenance messages on LCD 30
  paper jam 34

U

Unscannable area 18

W

Windows®
  See Software User's Guide.
Wireless Network
  See Quick Setup Guide and Network User's Guide.

E

Visit us on the World Wide Web
http://www.brother.com/

This machine is approved for use in the country of purchase only. Local Brother companies or their dealers will only support machines purchased in their own countries.